

RFP #11-19
Actuarial Services for Medical Assistance and Other DHS Programs
Q&A Log

	RFP Section	Question	Answer
1		What is the estimated funding source, or budget for this project? 2. Has funding been secured, or is that expected to take place at a later date?	This information is not relevant to preparing a response to the RFP.
	RFP Section	Question	Answer
2		Is this a new requirement? Or is there an incumbent vendor providing these services? If so, what is the contract number, vendor name, and term of the contract?	The Department is not certain as to what “this requirement” is referencing. If referencing an existing contract, the incumbent vendor is Mercer Health & Benefits, LLC. The contract number is 4400014980. Although an existing contract exists, the requirements of RFP No. 11-19 are not the same. The contract term is from October 1, 2015 through March 31, 2022.
	RFP Section	Question	Answer
3		Is there a timeline for when this project must be started or awarded?	No set date exists.
	RFP Section	Question	Answer
4		Is there a current contract for the services identified in this RFP? If so, what is the contract number and vendor name?	Refer to response to question #2.
	RFP Section	Question	Answer
5		Can the Issuing Office provide fillable PDF files of Appendix B – Corporate Reference Questionnaire and Appendix C – Key Personnel Reference Questionnaire so respondents can complete the form electronically?	The Department is only able to provide PDF versions of all Appendices with the exception of the Cost Submittal. These PDF reference documents are fillable using the “Fill & Sign” tool in Adobe Acrobat Reader.
	RFP Section	Question	Answer
6		Since reference respondents are required to submit their reference forms directly to the Issuing Office, will you have a mechanism in place whereby Offerors can confirm receipt of reference emails prior to the RFP due date?	No confirmations will be sent to Offerors. It is the Offeror’s responsibility to verify that references are submitted in a timely manner.

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7		If an individual has almost exclusively worked with PA DHS for several years (i.e., 1.0 FTE) and does not have non-DHS client references for whom they have provided a significant amount of services, can they still be listed as Key Personnel? If yes, how should Offerors provide references for these individuals? For example, would other professional and personal references be acceptable?	Yes, an Offeror is not prohibited from listing as Key Personnel an individual who has been assigned to work with DHS. Offerors should use personnel references who are able to give information on an individual's experience and competence to perform.
8		Is it expected that Appendix M: Cloud Services Requirements be submitted with the Offeror's proposal or is this to be completed upon notice of Contract award? If it is to be included in the proposal, how should it be incorporated into the Technical Submittal?	An Offeror proposing a solution that includes cloud services must complete the questions in Appendix M, and should submit the completed Appendix as an attachment to the Technical Submittal.
9		Please clarify where Offerors should provide responses to 2. Essential Personnel and 3. Non-Key Personnel. Currently, there is only one highlighted "Offeror Response" field, located after 4. Staffing Requirements. Can Offerors respond to 2 and 3 under each respective number? If a similar observation in another section of the RFP is made, is the Offeror allowed to include a response if "Offeror Response" is not specifically highlighted?	Offerors may include their Response to each section after the respective section. Please provide a response to Section I-7.E Disaster Recovery even though a response box is missing. All sections of the Technical Submittal require a response. If an Offeror believes certain information may be relevant but not applicable to any specific response, it may provide that information as an attachment to its proposal. See Description Section 14.B.
10		Does the Issuing Office prefer a redlined contract or an exceptions memo when submitting requested changes and additions to terms and conditions?	No specific format is required.

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11		The Cost Submittal requests an all-inclusive rate that will be used to price all hours used in performing the tasks identified in the RFP. Where should time and associate costs be included to meet contract requirements that are unrelated to the tasks (i.e., monthly SDB/VBE utilization reports, CPP, CST)?	All Offeror's costs must be included in the all-inclusive rate.
	RFP Section	Question	Answer
12		Clarification of Scope – Part 6 – Review financial summary reports, encounter data and rate ranges, please clarify if the paragraph that begins with "Fee schedule rates..." is intended to be included in Task T or if this paragraph should be moved to a different task. If this paragraph is intended to be included in Part 6, please clarify the information the Commonwealth is seeking with regards to these items as they relate to the ACAP PIHP.	This section has been deleted. See Addendum 4.
	RFP Section	Question	Answer
13		Proposal Requirements, Proposal Format - On page 9, it states the Technical Submittal should include Tabs 1 through 13. The format provided, however, only outlines Tabs 1 through 11. Please clarify the response format.	This is an error. Please refer to Addendum 2.
	RFP Section	Question	Answer
14		Question 3 in the Corporate Reference Questionnaire asks for a rating on the Offeror's technical skills and knowledge in providing accounting services. Since this RFP is for actuarial services, should this question be revised?	This appendix has been revised. See attachment to Addendum 4..
	RFP Section	Question	Answer
15		Pages 47 and 48 of the Technical Submittal present the Conflicts of Interest Requirements. For SDBs and VBEs who currently provide services to managed care organizations, hospitals, health centers or other healthcare providers doing business in Pennsylvania, is the expectation that they will terminate those contracts or discontinue work prior to the effective date of this contract? If so, it may be difficult for Offerors to secure agreements with these vendors to meet the SDB and VBE requirements. In order to support the growth of these businesses, will the Commonwealth allow exceptions to the Conflict of Interest Requirements or	If an Offeror plans to use SDBs or VBEs that currently have a conflict of interest, it must explain how that SDB or VBE will become conflict free by the contract Effective Date. The Department will review the submitted information and determine whether the SDB or VBE is able to become conflict free. The Department will not waive the conflict free requirement for subcontractors.

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		implement a process whereby the prime vendor can obtain prior approval from DHS to use these SDB and VBE subcontractors?	
	RFP Section	Question	Answer
16		5. Assess processes and procedures - Conflict of Interest Requirements - On page 38 of the Technical Submittal it states, "The selected Offeror shall perform assessments on existing processes and procedures to identify inefficiencies and duplication of efforts; make recommendations for improvements, and additional automation/systems improvements, etc. The assessments may include, but are not limited to, the enrollment process and the service plan review process. Further, assessments may be of a specific part of the process or review of the entire process; including the IT systems, known as Home and Community Based Services Information System ("HCSIS") and the Social Assistance Management System ("SAMS"), that support the OLTL waivers and ODP program." Does the Department consider it a conflict of interest for a potential Offeror to perform an assessment of HCSIS or SAMS if the Offeror built or maintains that system?	No, the last sentence was inadvertently included in the Technical Submittal. The selected Offeror will not be making any recommendations concerning the Department Information Technology systems, including HCSIS and SAMS.
	RFP Section	Question	Answer
17		Could you provide a list of the pre-bid attendees and contact information?	Refer to Addendum 1 to this RFP.
	RFP Section	Question	Answer
18		Can you please provide the annual number of hours by profession? For example, what proportion of billed hours are for actuaries versus other professionals such as pharmacists, policy staff, and clinicians?	DHS has provided the estimated hours by task. The Offeror is responsible to make the business decisions as to the number of hours it needs for each profession needed to complete the required tasks.
	RFP Section	Question	Answer
19		Does the incumbent vendor maintain an office in Harrisburg?	No.

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20		What is the historical utilization of small and diverse businesses under this contract?	Unlike the existing contract, the RFP requires that Offerors meet the SDB and VBE participation goals or have an approved good faith waiver from meeting these goals in whole or in part. The total SDB spend for the current contract is \$2,943,646.37 as of February 8, 2022.
	RFP Section	Question	Answer
21		3. (RFP 11-19 Actuarial Services Technical Submittal Document, Pg. 4 & 5, 2. Essential Personnel) Would the state consider providing more guidance on the level of credentials required for actuarial personnel? For example, FSAs vs. ASAs and non-credentialed staff. This will ensure a relevant comparison across bids.	For Essential Personnel, the Department has stated its preferred experience. Based on the RFP requirements, Offerors are responsible for making the business decisions as to the most appropriate job descriptions and the minimum qualifications needed for Essential Personnel to complete the required tasks.
	RFP Section	Question	Answer
22		(RFP 11-19 Actuarial Services Technical Submittal Document, Pg. 5, 4. Staffing Requirements) Is it permissible to propose licensed pharmacists and accountants from another state (e.g. Indiana, Wisconsin) and attain licensure upon contract award?	Proposed licensed staff must be licensed in Pennsylvania by the contract Effective Date. Offerors should review the reciprocity requirements for Pennsylvania.
	RFP Section	Question	Answer
23		What is the budget that has been approved or allocated for this effort?	This information is not relevant to preparing a response to this RFP.
	RFP Section	Question	Answer
24		What amount of time do you expect the vendor to work onsite?	The Department does not have an estimate for time onsite.

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25		I-10, RFP page 56: We understand that, "DHS may, in its sole discretion, accept or reject any requested changes to the standard contract terms and conditions." However, in the next paragraph, the RFP states, "Regardless of any objections set out in its proposal, the Offeror must submit its proposal, including the cost proposal, on the basis of the terms and conditions set out in Appendix I, IT Contract Terms and Conditions located within the Buyer Attachments section." Are these statements saying that a vendor must submit its proposal with the assumption that none of our requested changes to the Terms and Conditions may be accepted?	Yes, the proposal must be submitted based on the terms and conditions of Appendix I.
	RFP Section	Question	Answer
26		I-10, RFP page 56: Please confirm that DHS will reject any proposal that includes a "reservation of rights" stating that an engagement based on the proposal is subject to negotiation of a mutually satisfactory vendor contract including modifications to certain RFP terms and conditions.	Yes, if an Offeror conditions its proposal, the Department will reject it.
	RFP Section	Question	Answer
27		Will the Offeror be notified by the Issuing Officer when the Offeror's reference contact Corporate Reference Questionnaire has been received?	Please refer to the response to Question #6.
	RFP Section	Question	Answer
28		Does the offeror need to disclose a contract that was not renewed?	No.
	RFP Section	Question	Answer
29		Will the Offeror be notified by the Issuing Officer when the Offeror's reference contact Key Personnel Reference Questionnaire has been received?	Please refer to the response to Question #6.

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30		Can you provide examples of when agency personal have received training in the past related to work with a similar type of Offeror that DHS is seeking with the RFP?	The Offeror must prepare and present trainings based on changes to Federal Requirements, Guidance, or Initiatives. These training materials are at the Department's request and are based on the current program being operated. An example would be the Offeror presenting a training on the Managed Care Final Rule changes that were published in December 2020.
	RFP Section	Question	Answer
31		Who are the incumbent(s) for this work?	Please refer to the response to Question #2.
	RFP Section	Question	Answer
32		What are the characteristics of the levels of efficiency of MCO management?	This would be assumptions commonly known as efficiency adjustments and are applied in the rate setting process based on how efficiently the Department expects the MCO manage the program.
	RFP Section	Question	Answer
33		What are some examples of managed care efficiency tools that OMHSAS has used in the past?	The Offeror should propose the tools, including efficiency adjustments, that it thinks would best address the requirements within this RFP that relate to Behavioral Health.
	RFP Section	Question	Answer
34		Will the list of potential contractors be published?	No, the Department does not know who the potential contractors will be. We only publish a list of Pre-Proposal Conference attendees, as was done in Addendum 1.

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35		Are there any areas where DHS would like to see improvements?	The Department has set for the requirements for each task within the RFP.
	RFP Section	Question	Answer
36		Will the fees charged by the incumbent be published? If fees are not available, can you disclose the historical annual spend?	Please refer to the response to Question #2 for the current contract number.
	RFP Section	Question	Answer
37		When will the new contract start?	Please refer to the response to Question #3.
	RFP Section	Question	Answer
38		Can a prime contractor, due to the asymmetry of bargaining power, compensate a subcontractor with hourly rates that are lower than the rates it charges to the DHS for the same or substantially similar tasks?	Other than Section 17(g) of Appendix I, Enhanced Minimum Wage requirements, compensation between a prime contractor and its subcontractors is not determined by the Department, but rather is determined by the prime contractor and its subcontractor.
	RFP Section	Question	Answer
39		Can a prime contractor determine the number of hours a subcontractor should charge for specific tasks?	See response to Question # 38.
	RFP Section	Question	Answer
40		Can prime contractors present different information to different SDBs for any given task or sets of tasks?	How an Offeror meets the SDB and VBE participation goals is a business decision of the Offeror and therefore, it may structure the subcontracting in any way it sees fit as long as the structure is in compliance with the requirements of the RFP.

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41		Technical Submittal, I-6 Work Plan, P OLTL-Nursing Facilities Rate System Development, page 33 – DHS is requesting support for restructuring nursing facility rate setting. Is the restructuring only related to FFS per diem rates paid by OLTL under the Community HealthChoices (CHC) Program for new MA enrollees that have not been determined eligible for CHC? Currently, nursing facility case mix adjusted FFS rates are also made available to MCOs and facilities and can be used in negotiation for the Physical Health HealthChoices Program.	As stated in Section I-6, Task P, the restructuring is for FFS nursing facility rates only. CHC may or may not use the FFS nursing facility rates as part of the tasks in the RFP.
	RFP Section	Question	Answer
42		Will you provide a list of pre-proposal conference attendees and their respective organizations?	Please refer to Addendum 1.
	RFP Section	Question	Answer
43		Where should Appendix M, Cloud Services Requirements, be submitted as part of the response?	Please see answer to Question #8.
	RFP Section	Question	Answer
44		On page 2 of the Technical Submittal, Offerors are asked to describe prior experience related to financial reporting; testing compliance, attestations and examinations; and providing actuarial services. However, the scope of services in the RFP goes beyond those services. For example, pharmacy analysis and support, federal oversight and policy review and clinical evaluation. Should this experience be included in the Prior Experience section (I.3 - Qualifications, B. Prior Experience)?	Offerors should provide information on all experience relevant to the services required by the RFP and not just experience related to financial reporting and actuarial services.

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45		How will BDISBO address cases where the prime contractor subcontracts with SDBs that do not have the expertise to perform the work under consideration but instead sub-subcontract with other (certified or not certified) vendors who do?	As stated in SDB-1, "The selected Bidder or Offeror may only count dollar amounts actually paid to an SDB for performance of a Commercially Useful Function (the performance of a distinct element of work required for the Contract, with the requisite skill and expertise) towards satisfying its SDB participation commitments. In addition, the SDB subcontractor, through its own employees, must perform at least 50% of the amount of the subcontract."
	RFP Section	Question	Answer
46		Will BDISBO monitor the balance of subcontracting work between minority and non-minority SDBs?	BDISBO will monitor the contract to verify the selected Offeror meets all commitments made in its proposal.
	RFP Section	Question	Answer
47		BDISBO requires prime contractors to document intent to subcontract with SDBs. When the prime contractor deems an SDBs unqualified or irresponsible, can the SDB provide BDISBO with relevant documentation?	If an Offeror is seeking a waiver of the SDB or VBE participation goals, the <u>Offeror</u> should provide evidence of its good faith efforts to meet those goals. BDISBO and the Issuing Office will review all documentation submitted by the Offeror, whether that documentation is created by the Offeror or an SDB or VBE.

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48		In consideration of the complexity of the project, will BDISBO allow increased SDB subcontracting participation (from the same SDBs) over time until the utilization goal is reached, or the subcontracting level must be fixed from the first year?	The selected Offeror must meet its commitments to utilize SDB and VBE firms during the initial contract term. For purposes of a resulting contract, the Departments will not require SDB and VBE commitments be made in full on a yearly basis; however, if it appears that the selected Offeror may not be able to meet its commitments by the expiration of the initial contract term, BDISBO may require the selected Offeror to explain in detail its plan for meeting those commitments prior to the expiration of the initial contract term.
	RFP Section	Question	Answer
49		Can a prime contractor require different skill levels from different SDBs for the same task?	How an Offeror meets the goals is a business decision of the Offeror and therefore it may structure the subcontracting in any way it sees fit as long as the structure is in compliance with the requirements of the RFP. BDISBO will monitor the contract to ensure the selected Offeror meets all commitments made in its proposal.
	RFP Section	Question	Answer
50		We are a broker who writes Managed Care insurance coverage for Health Partners Plans, Inc. in Philadelphia. Their program administration includes the CHIPS program. With that being said, would it be deemed a conflict of interest to participate in the above captioned RFP?	Yes, a current conflict exists. If you want to submit a proposal, you need to describe how you will become conflict free by the Effective Date of the contract.