

Independent Enrollment Broker (IEB)

Request for Proposals (RFP) 03-17

Pre-proposal Conference

April 17, 2017

Agenda

- Introductions
- Ground Rules
- Critical Points
- Project Overview
- Small Diverse Business and Small Business Overview
- Timeline
- Break/Question Submittal
- Questions

Introductions

- Michelle Smith – Bureau of Financial Operations
- Mac Spiker – Bureau of Financial Operations
- Kevin Hancock – OLTL Chief of Staff
- Jeanne Parisi– Bureau of Participant Operations
- Audrey Smith – DGS Bureau of Diversity, Inclusion and Small Business Opportunities
- Other Commonwealth Staff
- Attendees

Ground Rules

- Sign in sheets
- Questions may be submitted in writing on the forms provided by the end of this conference.
- The Commonwealth team will determine which questions may be preliminarily answered.
- Any answers provided are not final until formally issued in writing.
- Any changes to the RFP will be issued as a formal written amendment.
- Any communication shall be made through the RFP Project Officer.

Critical Points

- Offerors may propose on one, all, or any combination of the three (3) Lots. Each Lot must be submitted as a separate proposal (Technical, Cost, and Small Diverse Business/Small Business Submittals).
- To minimize delays in proposal evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal, including signature. Follow the proposal format as detailed in Part I of the RFP. Include the appropriate heading descriptions, respond to all requirements and provide any other relevant information as an appendix.
- Each proposal must have three separately sealed submittals; Technical, Cost, and Small Diverse Business/Small Business. (Please pay close attention to the number of hardcopy and electronic submittals required.)
- Do not include any cost data in the technical portion of your proposal.

Critical Points

- Proposals must be received by 2:00 PM on Thursday, May 22, 2017.
- An oral presentation with each Offeror may be requested by the Department.
- The resulting grant will be for a term of three (3) years, with two (2) one (1) year renewal options.

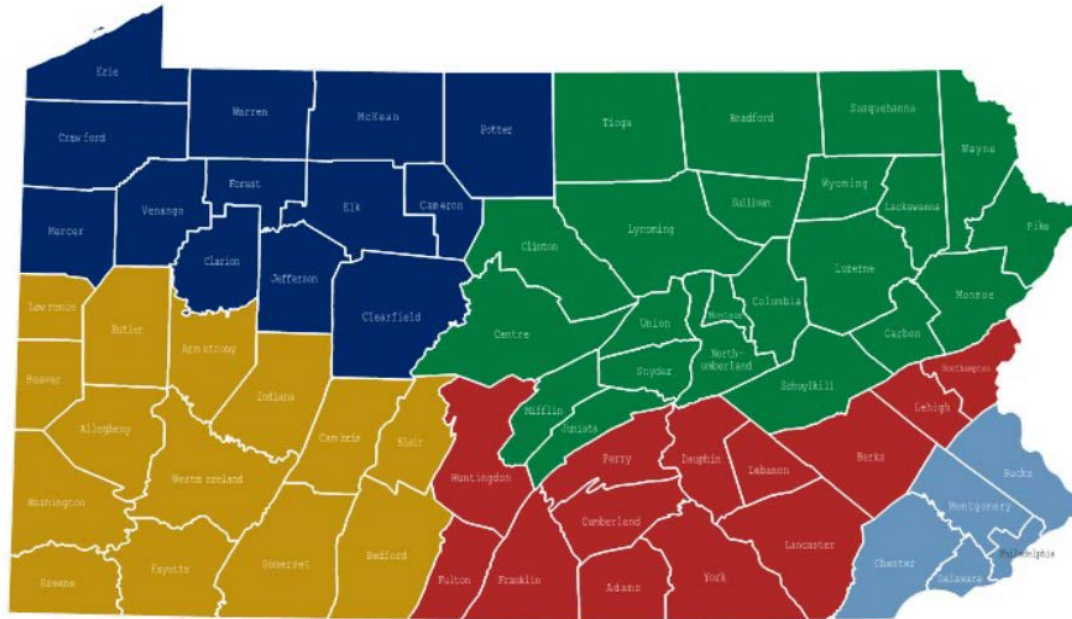
Critical Points

- The following criteria will be used in evaluating each proposal submitted for each Lot of this RFP.
 - Technical – 50% (The Offeror's technical submittal must achieve a score greater than or equal to 70% of available raw technical points)
 - Cost – 30%
 - Small Diverse Business/Small Business Participation – 20%
- The technical evaluation will be based upon the following criteria, in order of importance:
 - Soundness of Approach;
 - Offeror(s) Qualifications;
 - Personnel Qualifications; and
 - Statement of the Problem.

Project Overview

- As detailed in Part I of RFP 03-17, the objective is for the selected Offeror(s) to provide IEB services for the benefit of individuals eligible to participate in OLTL Programs (IEB Consumers) in three (3) Lots (regions).
- The selected Offeror(s) will provide choice counseling to all IEB Consumers and will facilitate the eligibility and enrollment process for those seeking to receive LTSS under the OLTL Programs.
- The selected Offeror(s) will afford IEB Consumers the opportunity to access information relevant to the OLTL Programs and their LTSS Applications through a web-based approach and supplemented by email, mail, and phone.

Project Overview



Zone:

Lot 1

Southwest

Lot 2

Southeast

Lot 3

Lehigh/Capital, Northwest,
Northeast

CHC Zone Start Date:

January 1, 2018

July 1, 2018

January 1, 2019

OLTL Programs

FFS Zone (before CHC Start Date)

- Aging Waiver
- Attendant Care Waiver
- Independence Waiver
- OBRA Waiver
- Act 150 Program
- LIFE Program

CHC Zone (after CHC Start Date)

- Community Health Choices (CHC)
- LIFE Program
- OBRA Waiver
- Act 150 Program

Program Participants in FFS Zone

Program

Population

Aging Waiver

Nursing Facility Clinically Eligible (NFCE), age 60 and older

Attendant Care Waiver

NFCE, Age 18-59, mentally alert, meets other program eligibility criteria

Independence Waiver

NFCE, age 18-60, meets other program eligibility criteria

OBRA

Intermediate Care Facility for Individual with Other Related Conditions (ICF/ORC), age 21 and older, meets other program eligibility criteria

NFCE, age 18-20

Act 150

NFCE, Age 18-59, mentally alert, financially ineligible for MA

LIFE Program

NFCE, age 55 and older, meets other program eligibility criteria

Selected Offeror's(s') Responsibilities in FFS Zones

- Facilitate the LTSS eligibility and enrollment process for individual applying to receive services under the OLTL Programs operating in the FFS Zones, including LIFE.
 - The selected Offeror(s) will not provide enrollment assistance to individuals applying for NF services.
- During the CHC Pre-transition Period:
 - Provide choice counseling and assist potential CHC NFI Dual and LTSS Participants to make advanced plan selections and assign those who do not to CHC-MCOs, using the intelligent assignment hierarchy; and
 - Process Program and Plan transfers for potential CHC Participants.

Program Participants in CHC Zone

Program	Population
Community Health Choices	Nursing Facility Ineligible (NFI) Duals, age 21 and older NFCE, age 21 and older
LIFE Program	NFCE, age 55 and older, meets other LIFE program eligibility criteria
OBRA	ICF/ORC, age 21 and older, meets other program eligibility criteria NFCE, age 18-20
Act 150	NFCE, Age 18-59, mentally alert, financially ineligible for MA, meets other program eligibility criteria

Selected Offeror's(s') Responsibilities in CHC Zones

- Provide choice counseling to potential CHC Participants and CHC Participants who are considering a plan or Program transfer.
- Assist CHC LTSS Participants and potential CHC LTSS Participants to make advanced plan selections and assign those who do not to CHC-MCOs.
- Facilitate the LTSS eligibility and enrollment process for individual applying to receive LTSS services under the OLTL Programs operating in the CHC Zones, including individuals applying for NF services.

Selected Offeror's(s') Responsibilities relating to LTSS Eligibility and Enrollment

- Monitor and manage the status of each LTSS Application so that a final determination on the Application is made within a maximum of 90 calendar days.
- Accept, manage and track referrals of potential LTSS Applicants.
- Conduct in-person visits either at the outset of the LTSS eligibility process or after an LTSS Applicant has been determined clinically eligible.
- Provide information and initial assistance to LTSS Applicants and potential LTSS Applicants, including helping them to complete the LTSS Application (if required) and other forms and documentation.

Project Overview

Selected Offeror's(s') Responsibilities relating to LTSS Eligibility and Enrollment

- Maintain a Special Needs Unit to monitor and expedite the eligibility process for individuals with special needs.
- Facilitate the eligibility process for LTSS Applicants who file LTSS Applications with the IEB, through COMPASS or with CAOs by:
 - Managing and tracking physician certifications and level of care determinations necessary to establish clinical eligibility.
 - Making recommendations to DHS on whether LTSS Applicants meet Program Eligibility criteria.
 - Communicating and coordinating with the CAOs to enable the CAOs make timely financial eligibility determinations.
- Complete the enrollment process for individuals eligible for LTSS and provide ineligible individuals referral information to alternate programs.

Technical Submittal/Work Statement

- Offerors must respond to all areas of the work statement and propose specific timeframes for how the Offeror will satisfy IEB requirements.
- Offerors may specify a preferred method of conducting in-person visits during the LTSS eligibility and enrollment process. However, Offerors must submit two work flows: a work flow in which the visit is conducted at the outset of the process and a work flow in which the visit is conducted after LTSS Applicants are determined clinically eligible.



pennsylvania

DEPARTMENT OF GENERAL SERVICES

Bureau of Diversity, Inclusion and Small Business Opportunities



Request for Proposal(RFP) : Format and Template

RFP Small Diverse (SDB) and Small Business(SB) Components:

Part I: General Information

- SDB/SB Eligibility and Program Information

Part II: Criteria For Selection

Part III: Technical Submittal

Part IV: Cost Submittal

Part V: Small Diverse And Small Business Participation Submittal

- Contractual obligations resulting from SDB/SB Submittal

Appendix I: Small Diverse Business and Small Business Submittal

Appendix J : Small Diverse and Small Business Letter of Intent



What do I need to know – Part I?

Program designed to encourage participation of Small Diverse (SDB) and Small Businesses (SB) in state contracting

- A small business is a business in the United States which is independently owned, not dominant in its field of operation, employs no more than 100 full-time or full-time equivalent employees, and earns less than \$7 million in gross annual revenues for building design, \$20 million in gross annual revenues for sales and services and \$25 million in gross annual revenues for those businesses in the information technology sales or service business.
- A Small Diverse Business is a DGS-verified minority-owned business, woman-owned business, veteran-owned business, service-disabled veteran-owned business, LGBT owned or disability-owned business enterprise.



What do I need to do –Part I?

- Consider subcontracting opportunities available for small diverse and small businesses
- Search the DGS database of SDBs and SBs and identify SDB/SB business partners for opportunities and inclusion
- Complete and submit two (2) SDB/SB Participation Submittal Forms in separately sealed envelope (1 original and 1 copy) and corresponding Letters of Intent



How do I find SDBs and SBs?

To search all DGS-verified SDBs and DGS-certified SBs, visit the DGS website at:

<https://www.dgs.internet.state.pa.us/SBPI/AlphaResults.aspx>



SDB / SB Participation Submittal

RFI1020- March 2014

SMALL DIVERSE BUSINESS (SDB) AND SMALL BUSINESS (SB) PARTICIPATION SUBMITTAL

Project: [RFP NAME/DESCRIPTION HERE]

Proposer Firm: _____

PROPOSER INFORMATION:

In your firm a DGS-Verified Small Diverse Business? Yes No **OR** (check one)

Proposer must include its "Notice of Small Business Self-Certification and Small Diverse Business Verification" indicating its diverse status to receive credit for proposing as a Small Diverse Business.

In your firm a DGS-Self-Certified Small Business? Yes No **OR** (check one)

Proposer must include its "Notice of Small Self-Certification" to receive credit for proposing as a Small Business.

SUBCONTRACTING INFORMATION:

Percentage Commitment for SDB and SB Subcontracting Participation

After examination of the contract documents, which are made a part hereof as if fully set forth herein, the Proposer commits to the following percentages of the total contract value for Small Diverse Business and Small Business subcontracting participation.

Small Diverse Business Subcontracting annual percentage commitment:

_____ % (Figure) _____ Percent (Writing)

Small Business Subcontracting annual percentage commitment:

_____ % (Figure) _____ Percent (Writing)

Request for Proposal
Department of General Services

RFI1020- March 2014

Listing SDB and SB Subcontractors

The proposer must list in the chart below potential SDBs and SBs that will be used to meet the percentage commitments provided above. Include the SDB/SB company name, designation of SDB or SB, SDB/SB Primary Contact Information, and the description service or supplies the SDB/SB will provide, percent of contract value committed, dollar value of total contract value committed, and an indication as to the Proposer's intent to utilize the SDB/SB subcontractor for contract options or renewals. Include as many pages as necessary. **Offerors must also include a Letter of Intent as indicated in RFP Section II-9 for each SDB/SB listed.**

SDB/SB Name	SDB or SB	Primary Contact Name & Email	Description of Services or Supplies to be provided	% of total Contract Value Committed	Estimated \$ value of Commitment	Will SDB/SB be used for options/renewals? (yes/no)

Request for Proposal
Department of General Services



SDB / SB Letter of Intent

APPENDIX N

SMALL DIVERSE AND SMALL BUSINESS
LETTER OF INTENT

[DATE]

[SDB/SB Contact Name]
Title
SDB/SB Company Name
Address
City, State, Zip]

Dear [SDB / SB Contact Name]:

This letter serves as confirmation of the intent of [Offeror] to utilize [Small Diverse Business (SDB) or Small Business (SB)] on RFP [RFP number and Title] issued by the [Commonwealth agency name].

If [Offeror] is the successful vendor, [SDB or SB] shall provide [identify the specific work, goods or services the SDB/SB will perform, and the specific timeframe during the term of the contract and any option/renewal periods when the work, goods or services will be performed or provided].

These services represent [identify fixed numerical percentage commitment] of the total cost in the [Offeror's] cost submittal for the initial term of the contract. Dependent on final negotiated contract pricing and actual contract usage or volume, it is expected that [SDB or SB] will receive an estimated [identify associated estimated dollar value that the fixed percentage commitment represents] during the initial contract term.

[SDB/SB] represents that it meets the small or small diverse business requirements set forth in the RFP and all required documentation has been provided to [Offeror] for its SDB/SB submission.

We look forward to the opportunity to serve the [Commonwealth agency name] on this project. If you have any questions concerning our small diverse business commitment, please feel free to contact me at the number below.

Sincerely,

Acknowledged,

Offeror Name
Title
Company
Phone number

SDB or SB Name
Title
Company
Phone number



What do I need to know – Part II?

Raw score will be calculated by crediting commitments to SDBs at 67% of total available points and adding commitments to SBs at 33% of total available points.

SDB/SB Raw Score =

TOTAL POINTS $(\frac{2}{3} \times \text{SDB}\% + \frac{1}{3} \times \text{SB}\% + \frac{1}{3} \times \text{SDB}\%)$

Simplified to: $200 (\text{SDB}\% + (\text{SB}\% \times \frac{1}{3}))$

- SDBs are already qualified as a SBs, therefore SDB Proposers are eligible to receive 100% of the SDB/SB points
- Proposers who indicate subcontracting commitments to SDB/SBs will be credited in accordance with percentages proposed
- Proposer submitting the highest scoring SDB/SB Participation Submittal will receive all available points, with other Proposers' raw scores adjusted pro rata



How is the SDB/SB Submittal Scored?

Scoring Examples:

Scenario	Score
<u>Proposer 1:</u> SDB Prime • 100% SDB Score = $200(1 + (1/3 \times 0))$	200 points
<u>Proposer 2:</u> SB Prime, with SDB Commitment • 100% SB; 15% SDB Commitment Score = $200(.15 + (1/3 \times 1))$	96.67 points
<u>Proposer 3:</u> Non-SDB/SB Prime, with SDB/SB Commitments • 15% SDB Commitment; 10% SB Commitment • Score = $200(.15 + (1/3 \times .10))$	36.67 points



What do I need to know – Part V?

- Contract commitments made to SDBs/SBs become contractual obligations upon contract execution
- Selected Proposer must submit a final, executed subcontract for each SDB/SB named within 30 days of contract execution
 - SDB/SB subcontractors must perform 50% of the work subcontracted to them
 - If subcontract cannot be achieved, Selected Proposer must notify BDISBO
- Individual percent commitments cannot be altered without written approval from BDISBO
- All SDB/SB commitments must be maintained if the contract is assigned to another prime contractor.
- Selected Proposer must complete quarterly utilization reporting, tracking progress in meeting commitments
- Selected Proposer must contact BDISBO if circumstances arise that may affect the ability to comply with contract commitments



What's New?

- Consideration for and inclusion of Small Businesses as prime contractors and subcontractors in addition to Small Diverse Businesses in scoring
- Simple, consistent template form for SDB/SB submittal supported by executed Letters of Intent
- DGS issued SDB/SB certificate not required with submittal



Contact Information

Bureau of Diversity, Inclusion and Small
Business Opportunities (BDISBO)

Telephone: (717) 783-3119

Audrey Smith, Procurement Liaison

E-Mail: audresmith@pa.gov

Curtis Burwell, Procurement Compliance

E-Mail: Cburwell@pa.gov

Timeline

- The Project Timeline includes:
 - April 7, 2017 – RFP 03-17 is issued
 - April 17, 2017 – Pre-proposal Conference
 - April 26, 2017 - Answers to Potential Offerors' questions will be posted to the Department of General Services (DGS) website
 - May 22, 2017 – Due date for proposals

Break & Question Submittal

Questions may be submitted in writing on the forms provided during this break or at the end of the conference.

Questions

- To date, no written questions have been submitted by email.
- You may submit additional questions today on the forms provided.
- A preliminary response may be provided to any questions submitted.
- We will not answer any question not provided in writing.
- No answer is official until it is answered in writing and posted to the DGS website as an addendum to the RFP.

RFP #03-17

- This concludes the pre-proposal conference.
- Answers to all questions posed will be posted to the DGS website at <http://www.emarketplace.state.pa.us/Search.aspx> by close of business April 26, 2017.
- No further questions will be entertained or answered.

Project Officer

Michelle E. Smith
Department of Human Services
Bureau of Financial Operations
Health & Welfare Bldg., Rm 402
Harrisburg, PA 17120
Telephone No: (717)787-9200
<mailto:ra-pwrfpquestions@pa.gov>

Any contact with the Department concerning this RFP must be through the RFP Project Officer.