

Questions & Answers Log

	Section Reference	Question	Answer
1	N/A	Could you please post the current contract number?	The current contract number for these services is 4400019239.
	Section Reference	Question	Answer
2	JAGGAER Section 1.1.4	In Jaggaer Section 1.1.4, it says, "Please attach a redacted copy of your submittal here." Please confirm this is referencing only the Technical Submittal.	The redacted technical submittal per JAGGAER Description 14.A is to be uploaded to JAGGAER section 1.1.4.
	Section Reference	Question	Answer
3	JAGGAER Section 1.1.4	In Section 1.1.4, it says, "Please attach a redacted copy of your submittal here." Because this is a mandatory response, please confirm that we will comply with this requirement by uploading a document stating that "we do not wish to redact any part of our proposal."	A statement that your "Technical Submittal uploaded in section 1.1.1 does not contain any trade secret or confidential or personal information to be redacted" may be uploaded to JAGGAER 1.1.4.
	Section Reference	Question	Answer
4	JAGGAER Sections 1.1.4 and 2.1.4	In Jaggaer Section 1.1.4, it says, "Please attach a redacted copy of your submittal here." In Jaggaer Section 2.1.4, it states, "Any Offeror who determines that it must divulge trade secrets or confidential proprietary information as part of its proposal must submit a redacted version of its proposal, which removes only the confidential proprietary information and trade secrets, for required public disclosure purposes." Please confirm in which of these two sections a redacted version of our Technical Submittal (or document with a statement that we do not wish to redact any part of our proposal) should appear: 1) Jaggaer Section 1.1.4, OR 2) Jaggaer Section 2.1.4?	Please refer to the response to Q3. If you do not wish to make redactions to any submittals, please include a statement as referenced in Q3 and upload it to Section 1.1.4. JAGGAER Section 2.1.4 is not a mandatory field so you do not need to upload anything to that section.
	Section Reference	Question	Answer
5	JAGGAER Section 1.1.2	In Jaggaer, Group 1.1 Technical Questions, Section 1.1.2, it says, "Any additional attachments in support of the technical submittal can be uploaded here. If multiple files are needed to combine into a single document or create a .zip file combining the files into a single .zip file." Please clarify whether there is a file size limit for an upload to Jaggaer. 1. If there is, what is it? 2. If there is, is the limit the same for all sections where uploads are required?	There is a one attachment limit per question with a maximum file size of 50 MB.

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6	Section 14.A Proposal Requirements, page 9	Technical Submittal RFP 10-22, Jaggaer Description Section 14.A. Proposal Requirements, Page 9. This section states, "This requirement will be met if the official signs the Proposal Cover Sheet (Appendix A to this RFP located in the Buyer Attachments) and the Proposal Cover Sheet is uploaded to RFP Questions Group 2.3.1"; however, the Proposal Cover Sheet is in Jaggaer Section 1.1.3. Please advise in which section in Jaggaer we are to upload the completed Proposal Cover Sheet.	JAGGAER 2.3.1 must be answered by a "Yes or No." Appendix A, Proposal Cover Sheet must be uploaded to JAGGAER question 1.1.3. See clarification in Addendum No. 2.
7	Section 14.B Proposal Format, page 11	Technical Submittal RFP 10-22, Jaggaer Description Section 14.B. Proposal Format, Page 11. This section states, "Materials provided in any appendix must be specifically referenced by page numbers in the body of the proposal." Given that appendix materials appear to be required as a separate submittal (single document or 1 .zip file) in Jaggaer (i.e., uploaded to Section 1.1.2) and not as a part of the Technical Submittal document (which is to be uploaded into Jaggaer Section 1.1.1) May we reference these using section/appendix numbers, instead of page numbers?	Yes. Section 14.B.5, page 11 should read, "Materials provided in any appendix must be specifically referenced in the proposal." See clarification in Addendum No. 2.
8	Section 14.B.6 Proposal Format, page 11	Technical Submittal RFP 10-22, Jaggaer Description Section 14.B.6. Proposal Format, Page 11. This section states, "Exceptions for page size and font size are permissible for Project schedule (Microsoft Project) or for graphical exhibits and material in appendices. Please confirm we may use other than Microsoft Project for the Project schedule, such as Smartsheet, as long as the required components are included?"	Any software other than Microsoft Project that is used to create the Project Schedule or other documents must be compatible with or allow Microsoft Office Suite products to convert/open an accurate and legible version of the document.
9	Section 1-3 Qualifications, page 1	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-3, Qualifications, Page 1. Please confirm that the proposal requirements in this section apply only to the Offeror and to its significant subcontractors.	Section 1-3. A Qualifications applies to the Offeror and significant subcontractors only.

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10	Section I-6 B.8 EQR Activities, page 8	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6 B.8, EQR Activities, Page 8. Completion of an ISCA is not mentioned in the RFP documents. Please confirm this activity will be addressed through the task assignment process.	Currently, only OMHSAS and CHIP use or requires completion of the ISCA, and for these offices, this EQR activity will not be addressed through the task assignment process, it will be included in the fixed monthly fee.
11	Section I-6 B.8 EQR Activities, page 8	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6 B.8, EQR Activities, Page 8. The current (February 2023) EQR Protocols require a performance improvement project for each PIHP. Should the Offeror consider each Primary Contractor as a unique BH-PIHP, or would each BH-MCO (representing all Primary Contractors that the BH-MCO is contracted with) be considered a single BH-PIHP?	The Offeror should be prepared to provide PIPs by BH-MCO and not by Primary Contractor as this is the current interpretation of this requirement.
12	Section I-6 B.8 EQR Activities, page 8	Technical Proposal RFP 10-22, EQRO Technical Submittal Section I-6 B.8, EQR Activities, Page 8. The CMS protocol for Validation of Network Adequacy was released in February 2023 and needs to be implemented in February 2024. In which section of the Technical Submittal should the Offeror present their approach for Validation of Network Adequacy?	Please see Addendum 2, Change 6. The Offeror should present their approach for Validation of Network Adequacy in the Offeror Response to Section I.6.B.1.h, under "EQR Activities."
13	Section I-6 B.2 EQR Activities, page 9	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6 B.2, EQR Activities, Page 9, states: "The selected Offeror must produce Individual EQR Technical Reports for each MCO and PIHP that operates in each Program." Should the Offeror consider each Primary Contractor as a unique BH-PIHP, OR would each BH-MCO (representing all Primary Contractors that the BH-MCO is contracted with) be considered a single BH-PIHP?	The Offeror should be prepared to provide EQR Technical Reports by BH-MCO and not by Primary Contractor as this is the current interpretation of this requirement.

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14	Section I-6 B.8 EQR Activities, page 11	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6 B.8. EQR Activities, Page 11, states, "The selected Offeror shall perform the following EQR activities only for CHC: provide assistance and support to Office of Long Term Living ("OLTL") in designing and implementing P4P for the CHC program, including advice and technical assistance to determine all the details associated with it." "The Offeror should describe the type of assistance it will provide OLTL in implementing P4P in the CHC program." In the first paragraph it says, "designing and implementing"; however, in the second paragraph it says "implementing." Please advise which we are expected to do.	The Department expects the Offeror to assist with designing and implementing P4P.
	Section Reference	Question	Answer
15	Section I-6 B.8 EQR Activities, page 11	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6 B.8, EQR Activities, Page 11, states that the Offeror will provide assistance and support for designing and implementing P4P for the CHC program. Please confirm this activity be addressed through the task assignment process.	The Department confirms that this activity will be addressed through the task assignment process.
	Section Reference	Question	Answer
16	Section I-6 C.2.a EDV page 13	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. C.2.a, EDV, Page 13, states, "BH HC intends to use the encounter data for the determination of BH managed care capitation payment rates." Please confirm that the intent of the above activity is to review the accuracy and completeness for the risk adjustment rates.	The statement referred to has been removed from the RFP. See Addendum #2, Change 4.
	Section Reference	Question	Answer
17	Section I-6 C.2.b.iii EDV page 13	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. C.2.b.iii, EDV, Page 13, states, "Review of medical records for additional confirmation of findings." Please confirm this medical record review is applicable and if necessary, and not mandatory.	Medical record reviews will be conducted as necessary and are not mandatory.

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18	Section I-6.C-5. f EDV page 14	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. C, EDV, Page 14. Please confirm that we may conduct the described validation activities via virtual conference, rather than onsite visits.	The validation activities described at Section I-6.C.5.f may be completed via virtual conference or via onsite visits.
	Section Reference	Question	Answer
19	Section I-6. E-2 PAPM Dev/Val page 17	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. E-2. Pennsylvania Performance Measure (PAPM) Development and Validation Page 17. Please confirm the technical assistance provided to BH-MCOs for PAPM reporting will be considered an hourly task.	Tasks referenced in I-6.E-2 including the technical assistance are to be reflected in the Fixed Monthly Fee.
	Section Reference	Question	Answer
20	Section I-6. E-3. b PAPM Dev/Val page 18	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. E-3. b, PAPM Development and Validation, Page 18, states, "The Offeror should describe its experience with providing PAPM data in different file formats." Should this be experience providing PM data in different file formats that could be applied to PAPMs?	The Offeror's response should include its experience with providing PAPM data in different file formats. This may include experience providing PM data in different file formats that could be applied to PAPMs.
	Section Reference	Question	Answer
21	Section I-6. E-3. b PAPM Dev/Val page 18	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. E-3. b., PAPM Development and Validation, Page 18. Please confirm the technical assistance provided for PAPM reporting will be considered an hourly task.	This will be part of the fixed monthly fee. The section that refers to this is in I-6 E and E-2. Pg. 17 Development and Validation
	Section Reference	Question	Answer
22	Section I-6. E.6 PAPM Dev/Val page 18	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. E-6, PAPM Development and Validation, Page 18. Are the CHC-MCOs using standardized surveys such as CAHPS? If not, how many different surveys will require validation?	The CHC MCOs are conducting the HCBS CAHPS and the CAHPS HP.

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23	Section I-6. G.3 PH and BH ICP, page 20	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. G.3, PH and BH Integrated Care Plan (ICP) P4P Program, Page 20, states, "The Offeror should demonstrate knowledge and experience to support the design and implementation of an ICP program for LTSS programs..." Should the Commonwealth decide to engage the Offeror in conducting this task, please confirm that it will be requested through the task assignment process.	Confirmed, this will be requested through the task assignment process.
	Section Reference	Question	Answer
24	Section I-6. K. Other OLTL Programs, page 23	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. K, Other OLTL Programs, Page 23, states, "...Offeror will conduct activities related to other managed care programs." Should the Commonwealth require expansion of EQR activities to other programs, please confirm that it will be requested as a task assignment process.	Confirmed, this will be requested through the task assignment process.
	Section Reference	Question	Answer
25	Section I-6. N. BH Data Collection App, page 25	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-6. N, BH Data Collection Application, Page 25. It is our understanding that PEPS is currently operating in PA's MPOP. Please confirm it is the Commonwealth's intention to migrate the operation (and maintenance) of PEPS to the EQRO.	RFP Section I-6.N has been deleted. See Addendum #2, Changes 3 and 5. The EQRO will have no responsibility for PEPS operation and maintenance.
	Section Reference	Question	Answer
26	Section I-7. H. Lobbying Cert/Disclosure, page 38	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-7.H, Lobbying Certification and Disclosure of Lobbying Activities, Page 38, states, "All parties who submit proposals in response to this RFP must sign the Lobbying Certification Form, as shown in the Additional Required Documentation Group 2.1 Lobbying Certification and Disclosure Form and, if applicable, complete the 'Disclosure of Lobbying Activities' form. The signed form(s) must be included in the Technical Submittal." However, in Jaggaer Section 2.1.5, where we downloaded the form, there is also an upload button, and the section is starred (making it "required to enter bid"). Considering the two RFP sections referenced above, should the Offeror: 1) include the form in both Jaggaer and the Technical Submittal? OR 2) include the form in just Jaggaer? OR 3) include the form in just the Technical Submittal?	The forms referenced in JAGGAER Section 2.1 are to be downloaded, completed, and uploaded to the same section and question which satisfies the statement references in Technical Submittal Section I-7.H, to be included in the Technical Submittal.

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27	Section I-7. I. Worker Protection/Invest, page 38	Technical Submittal RFP 10-22, EQRO Technical Submittal Section I-7. I, Worker Protection and Investment, Page 38, states, "Such certification shall be made through the Worker Protection and Investment Certification Form (BOP-2201) and submitted with the bid, proposal or quote. This form is located in the Additional Required Documentation Group 2.1 in JAGGAER." Please confirm we are to submit this form only as an upload to Jaggaer Section 2.1.6.	The forms referenced in JAGGAER Section 2.1 are to be downloaded, completed, and uploaded to the same section and question.
	Section Reference	Question	Answer
28	SDB Section 3.C.1. Subcontractor Reqs, page 2	SDB Submittal SDB Participation Information Comprehensive 7.1.2020 Section 3.C.1. Subcontractor Requirements Page 2 This section states, "The selected Offeror and each SDB listed on the SDB Utilization Schedule must enter into a final, definitive subcontract agreement signed by the selected offeror and the SDB within 30 calendar days of the final execution date of the Commonwealth contract. A Model Form of Small Diverse Business/Veteran Business Enterprise Subcontractor Agreement which may be used to satisfy this requirement – is available in Group 1.2 of the RFP Questions." In Jaggaer, Group 1.2, Section 1.2.3 (Model Form of SDB/VBE Subcontractor Agreement), there is an upload button, and the section is starred (making it "required to enter bid"); however, we are not required to enter into an agreement until within 30 calendar days of the final execution date of the Commonwealth contract. Please advise what we are to upload to Jaggaer, Group 1.2, Section 1.2.3?	The SDB/VBE packet must be downloaded, completed and submitted under 1.2.2 and 1.3.2 respectively. The "Model Form of Small Diverse Business/Veteran Business Enterprise Subcontractor Agreement" is provided for informational purposes only. It is to be completed by the award-winning proposer. The form is provided in the solicitation documents as a reference to proposers only. The SDB/VBE subcontractor agreement does not need completion or returned at this time.
	Section Reference	Question	Answer
29	VBE Section 2. VBE Participation Packet, page 1	VBE Submittal VBE Participation Information Comprehensive 7.1.2020 Section 2. VBE Participation Submittal Packet Forms Page 1 This section states, "Veteran Business Enterprise (VBE) Participation Submittal Packet (Forms VBE-1, VBE-2, VBE-3, VBE-3.1, VBE-4, VBE-5). The VBE Participation Submittal Packet and associated required documentation shall be submitted in accordance with the Instructions for Completing VBE Participation Submittal and VBE Utilization Schedule and shall be submitted electronically in accordance with VBE Participation Question No. 1.2.2." Please confirm this should read "...in accordance with VBE Participation Question 1.3.2."	The correct JAGGAER reference is 1.3.2

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30	VBE Section 3.C.1. Subcontractor Reqs, page 2	VBE Submittal VBE Participation Information Comprehensive 7.1.2020 Section 3.C.1. Subcontractor Requirements Page 2 This section states, “The selected Offeror and each VBE listed on the VBE Utilization Schedule must enter into a final, definitive subcontract agreement signed by the selected offeror and the VBE within 30 calendar days of the final execution date of the Commonwealth contract. A Model Form of Small Diverse Business/Veteran Business Enterprise Subcontractor Agreement which may be used to satisfy this requirement – is available in Group 1.2 [Note: This should say 1.3] of the RFP Questions.” In Jaggaer, Group 1.3, Section 1.3.3 (Model Form of Small Diverse/Veteran Enterprise Subcontractor Agreement), there is an upload button, and the section is starred (making it “required to enter bid”); however, we are not required to enter into an agreement until within 30 calendar days of the final execution date of the Commonwealth contract. Please advise what we are to upload to Jaggaer, Group 1.3, Section 1.3.3?	Please refer to the response to Q28.
	Section Reference	Question	Answer
31	Appendix B Cost Submittal Worksheet	Appendix B, Cost Submittal Worksheet Cells B8 and B9 are protected. Will DHS be issuing a new Cost Submittal spreadsheet with those cells unprotected?	A revised Appendix B Cost Submittal is attached to Addendum 2.
	Section Reference	Question	Answer
32	Appendix B Cost Submittal Worksheet	Appendix B, Cost Submittal Worksheet. The CMS protocol for Validation of Network Adequacy was released in February 2023 and needs to be implemented in February 2024. Should the Offeror include Validation of Network Adequacy in the fixed monthly fee in the Cost Submittal Worksheet?	Validation of Network Adequacy is included in EQR Activities, which is part of the fixed monthly fee. Any costs associated with Validation of Network Adequacy should be included in the fixed monthly fee Cost Submittal Worksheet.
	Section Reference	Question	Answer
33	Appendix B Cost Submittal Worksheet	Appendix B, Cost Submittal Worksheet. In the Technical Submittal, Section I-6 B.8. “EQR Activities” states that the Offeror will provide assistance and support for designing and implementing P4P for the CHC program. Please confirm this activity be paid for under the hourly rate for technical assistance.	The Department confirms that this activity will be addressed through the task assignment process and paid for as an hourly rate.

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34	Appendix B Cost Submittal Worksheet	Appendix B, Cost Submittal Worksheet. In the Technical Submittal, Section I-6. G.3. "PH and BH ICP P4P Program" states, "The Offeror should demonstrate knowledge and experience to support the design and implementation of an ICP program for LTSS programs..." Should the Commonwealth decide to engage the Offeror in conducting this task, please confirm that it will be paid for as an hourly rate.	The Department confirms that this activity will be addressed through the task assignment process and paid for as an hourly rate.
	Section Reference	Question	Answer
35	Appendix B Cost Submittal Worksheet	Appendix B, Cost Submittal Worksheet. In the Technical Submittal, Section I-6. K. "Other OLTL Programs" states, "...Offeror will conduct activities related to other managed care programs." Should the Commonwealth require expansion of EQR activities to other programs, please confirm that it will be paid for as an hourly rate.	The Department confirms that this activity will be addressed through the task assignment process and paid for as an hourly rate.
	Section Reference	Question	Answer
36	Appendix G Contractor Partnership Program, page 2	Contractor Partnership Program, Appendix G, page 2, Section 3.i., states, " <i>For each of the prior three years, provide the number of new hires at the organization's Pennsylvania offices. The hiring target will be 10% of the average of the annual number of new hires in Pennsylvania over each of the last 3 years. Hiring targets can be discussed with the Office of Income Maintenance CPP staff to determine if a waiver or reduction of this requirement is warranted.</i> " Please clarify the time period the offeror should utilize as the "prior three years" for purposes of following the above instructions.	The last three years refers to prior three calendar years. For this solicitation, the hiring target will be 10% of the average of the annual number of new hires in Pennsylvania over 2020, 2021 and 2022.
	Section Reference	Question	Answer
37	Appendix G Contractor Partnership Program, page 2	Contractor Partnership Program, Appendix G, page 2 Section 3.i. RFP Requirements This section states, " <i>For each of the prior three years, provide the number of new hires at the organization's Pennsylvania offices. The hiring target will be 10% of the average of the annual number of new hires in Pennsylvania over each of the last 3 years. Hiring targets can be discussed with the Office of Income Maintenance CPP staff to determine if a waiver or reduction of this requirement is warranted.</i> " Please confirm that the offeror should only consider the prime bidder's organization Pennsylvania hires when using the above instruction to calculate the hiring target for the procurement.	The Pennsylvania hires are for the Offeror and any subcontractors identified in this proposal.

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38	Appendix G Contractor Partnership Program, page 2	Contractor Partnership Program Appendix G CPP, page 2 Section 3.i. RFP Requirements This section states, <i>“For each of the prior three years, provide the number of new hires at the organization’s Pennsylvania offices. The hiring target will be 10% of the average of the annual number of new hires in Pennsylvania over each of the last 3 years. Hiring targets can be discussed with the Office of Income Maintenance CPP staff to determine if a waiver or reduction of this requirement is warranted.”</i> How should an offeror respond to the CPP requirements if its calculated hiring target is zero?	Justification must be submitted for a zero-hiring target to be approved. All prime and sub-contractor hires should be reviewed over the last 3 years. TANF beneficiaries possess various work and educational experiences, ranging from entry level work experience to those with master’s degrees in specific occupational fields.
	Section Reference	Question	Answer
39	JAGGAER Description, Section 35, Evaluation Criteria, page 18	RFP 10-22, Jaggaer Description Section 35, Evaluation Criteria, Page 18. The evaluation criteria calls for the Technical criterion to be weighted as 65% of the total points. The description goes on to state that the “Evaluation will be based upon the following in order of importance: Soundness of Approach, Offeror Qualifications, Personnel Qualifications, and Understanding the Project”. However, relative weighting of each of the proceeding elements is not provided. Please provide the weighting to be applied to each of the following technical criterion elements: Soundness of Approach, Offeror Qualifications, Personnel Qualifications, and Understanding the Project.	The relative weighting of the technical criterion categories is not needed to submit a proposal in response to this RFP.
	Section Reference	Question	Answer
40		Are there other PA DHS projects or contracts that a vendor is currently working on that would preclude them from bidding on this opportunity?	Proposers should refer to Section I-7.A, Independence Requirements, which requires the selected offeror to be “independent as defined in 42 C.F.R. § 438.354(c),” and “free from conflict of interest as described in 42 C.F.R. § 438.354(c)(2)”