



pennsylvania

DEPARTMENT OF HUMAN SERVICES

SOLICITATION ADDENDUM

Date: **April 3, 2024**
Subject: **Enrollment Assistance Program Services**
Solicitation Number: **RFA 11-23**
Due Date/Time: **April 23, 2024, 12:00 PM**
Addendum Number: **3**

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation “Addendum” as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals).

Please find the following changes to the solicitation:

1) RFA Section III-6. C.9 is changed as follows noted in italics:

9. The selected Applicant shall develop and maintain a contingency plan for hiring Enrollment Center staff to address overflow calls and for handling sudden and unexpected increases in enrollment and plan transfers, increased call volumes, program changes and PCP selections that result in performance standards being met. The selected Applicant must also address in the plan coverage during times when additional staff training may be needed or when situations arise such as staff illnesses and vacations. If the Department changes its current MA Program or CHIP, or implements new MA programs, the selected Applicant must analyze staffing needs, and modify the number of required staff, as needed. The selected Applicant shall review its contingency plan annually, or as directed by the Department, and submit modifications to the Department for approval prior to use. Applicant should describe how its plan description shall be implemented and coordinated with the Department. *Projected cost information should be included in the description provided as part of the Cost Submittal portion of this RFA and be relevant to current MA and CHIP populations. Any associated costs relative to changes in MA or CHIP Programs, including but not limited to Re-procurement and Implementation of Physical HealthChoices Agreements and/or CHIP Re-procurement and Implementation of CHIP Agreements and Associated Enrollment Assistance Activities must include the Department's prior written approval for the services and costs to be invoiced.*

2) RFA Section III-6. C.17.c is changed as follows noted in italics:

- c. 60 seconds or less for the average speed to answer *95% of calls*; and

3) RFA Section III-5 is changed as follows noted in italics:

III-5. Financial Capability. Describe your company's financial stability and economic capability to perform the agreement requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. *Also include a Dun & Bradstreet comprehensive report, if available.* If your company is a publicly traded company, please provide a link to your financial records on your company website. The Commonwealth may request additional information it deems necessary to evaluate an Applicant's financial capability.

4) RFA Section III-9 Key Performance Standards: Table 1 is changed to add Voluntary PCP Choice Rate for HealthChoices and CHIP. See attached.

5) The final question and response document pertaining to the formal inquiries submitted through March 21, 2024. See attached.

Respectfully,

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