RFA # 11-23

Enrollment Assistance Program Services

Q&A

		RFA Section	Question	Answer
1		General	Does RFA 11-23 replace RFA 16-20 and was it cancelled? If so, why was it cancelled?	RFA 11-23 should be considered a new request and applicants should properly review the documents within the current advertisement. Information about the RFA 16-20 cancellation may be found under Solicitation Tabulation in eMarketplace.
		RFA Section	Question	Answer
2		General	Was RFA 16-20 cancelled without award?	Please refer to the response to Question 1.
		RFA Section	Question	Answer
3		I-3, page 3 and Appendix T	Regarding access to the extranet site, "*After the Applicant is registered and approved as an organization to be granted this access, each individual who requires access will need to complete an online registration process, including the completion of an electronic version of the "Commonwealth IT Resource Acceptable Use Policy User Agreement"*. Will the Department please provide additional clarity or instructions regarding how additional people can complete the online registration for access to the site? Or does anyone who needs access need to complete and submit Appendix T, Enclosure 3?	The term "representative" in Appendix T also refers to each person of any Applicant. See Appendix T: "*Each representative of any Applicant seeking access to the HealthChoices Managed Care Extranet Site must do the following:* *1. Read Management Directive 205.34 Amended and Enclosure 1 to Management Directive below.* *2. Complete and sign Commonwealth IT Resource Acceptable Use Policy User Agreement –* *Commonwealth Contractor or Consultant (Enclosure 3 to Management Directive 205.34 Amended" below, last page of this Appendix)"*

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			After the Department receives the User Agreement form, the user will be sent a Microsoft SharePoint Site Invitation email which will contain the link to create a Microsoft account or register an existing one. Click on the link in the SharePoint Site Invitation email and follow the instructions for creating/registering the account. NOTE: Microsoft accounts **must** be tied to the user's work email. **Personal emails cannot be used.**
	RFA Section	Question	Answer
4	III-3, B.1.a	Who is the EQRO vendor and who are their subcontractors?	The Department's External Quality Review Organization is Island Peer Review Organization, Inc. (IPRO). Their subcontractors for EQRO are: • Aqurate Health Data Management, Inc. • LW Consulting, Inc. • Medisys Solutions, LLC
	RFA Section	Question	Answer
5	III-6, C.9	The cost submittal worksheet does not appear to accommodate the information requested in this section. Please provide more detail on what cost information is being requested and how it is to be proposed.	The requirement to submit projected cost information related to this Section has been changed. See Addendum 3.
	RFA Section	Question	Answer
6	Appendix B Cost Submittal	The Cost Proposal suggests an average monthly call volume of 50,000. It appears that actual volumes have been significantly less than this for quite some time. Please update the assumed volume to reflect expected volumes or explain why the 50,000 calls is an accurate expectation for bidders to use (for example, a change in program requirements) for cost purposes.	It is not necessary for the Department to provide updated volumes for Applicants to prepare or for the Department to accurately assess Cost Submittals. Average monthly call volumes are subject to extreme variation due to unpredictable factors outside the Department's control,

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			and recent lower call volumes are no predictor of future trends. See also the response to Question #5 above.
	RFA Section	Question	Answer
7	I-3, page 3	Will the Department please confirm that the CHIP population is approximately 124,000 enrollees?	February 2024 CHIP enrollment is 180,450. Current monthly enrollments can be found at https://www.dhs.pa.gov/CHIP/About-CHIP/Pages/CHIP-Enrollment.aspx
	RFA Section	Question	Answer
8	I-3, page 3	Will the Department please provide expected call volumes and average handle times related to the CHIP population?	In 2023, CHIP received an average of 1,806 calls per month with an average handle time of 5:28.
	RFA Section	Question	Answer
9	I-19	Will the Department please confirm that applicants may protect certain financial capability information such as information provided on the Cost Justification tab and as such, may also submit redacted versions of Cost Submittals?	Applicants determine which of their information is to be confidential and must be stated on the signed Appendix F, Trade Secret Confidential Proprietary Information Notice Form as well as provide a "redacted" submittal. This also applies to the Cost Justification (Verification) tab of the Cost Submittal.
	RFA Section	Question	Answer
10	I-13	May applicants also submit redacted versions of their SDB, VBE, and CPP submittals?	Redacted versions of the SDB, VBE and CPP submittals are permitted.
	RFA Section	Question	Answer
11	I-13. B	The RFA requires Applicants to respond using 12-point Arial or Times New Roman font with exceptions for graphics and appendices/attachments. (1) May Applicants also use a smaller, but still readable font for each of the following: a) headers and footers?	The information in the body of the submittal must be as specified. Per 1-13. B.5.f, "Exceptions for paper and font size are permissible for graphical exhibits and materials in appendices." This applies to

	RFA Section	Question	Answer
		b) RFA requirement text? c) tables? d) callout boxes? (2) Additionally, may Applicants use a larger size font for headings and subheadings?	those items listed in (1). Regarding heading and subheadings as noted in (2), slightly larger font may be used as long as it is in accordance with I-14 for simple and economical applications to provide a straightforward, concise description of the Applicant's ability to meet the requirements of the RFA.
	RFA Section	Question	Answer
12	I-13. B	We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. May applicants leave these unaltered?	Page numbers of existing supporting documentation may be left unaltered. If this information is needed in the "body" of the application, please add your consecutive page numbers in the footer. If the information may be an attachment, please reference as such in the "body" of the application.
	RFA Section	Question	Answer
13	I-24	Will the Department please clarify the contract start date and anticipated implementation timeframe?	The Commonwealth cannot provide information regarding the future of this procurement.
	RFA Section	Question	Answer
14	III-3. A	A number of state agencies are not permitted to provide written references or may only be permitted to provide high-level information such as services provided and contract dates. Will the Department consider changing this requirement to only require references' contact information rather than completing the Appendix C Reference Form?	References must be submitted on the Appendix C Reference Forms. The contact may add comments on Page 1 of the form to indicate no other information may be provided.
	RFA Section	Question	Answer
15	III-5	The RFA asks applicants to "Also include a Dun & Bradstreet comprehensive report, if available."	The requirement to provide a Dun & Bradstreet comprehensive report has been removed from this RFA. See Addendum 3.

		1. May applicants include a Moody's or S&P report in lieu of a Dun & Bradstreet report? 2. May applicants who are wholly owned subsidiaries provide a D&B report for a parent company, since that D&B report offers greater financial accuracy for the organization?	
	RFA Section	Question	Answer
16	III-6 B.2.i	Does the Department expect the MIS to integrate with the systems listed using a live API or web service? If so, will the Department please provide the API or web service details that will be utilized by the MIS?	At this time, there are no plans to integrate the systems listed using a live API or web service.
	RFA Section	Question	Answer
17	III-6.B.2.iii	Will the CHIP dating rules align with the current HealthChoices dating rules?	CHIP dating rules differ from HealthChoices dating rules. CHIP MCO enrollment will begin on the first day of the month following the processing date of the application.
	RFA Section	Question	Answer
18	III-6. B.3	Will CHIP file layouts be the same as the current HealthChoices file layouts?	Yes.
	RFA Section	Question	Answer
19	III-6. B.3.d	Will the Department please clarify if the file layout will change to include the assignment indicator field to transmit the 'B' indicator?	The Weekly Enrollment/Disenrollment Reconciliation File currently has and will continue to have an assignment indicator field.
	RFA Section	Question	Answer
20	III-6. C.17 and III-9	On page 39, the RFA indicates the Contractor should achieve an average speed of answer (ASA) of 60 seconds or less. On page 75, the RFA states that the performance standard is 95% of calls answered within 60 seconds or less. Will the Department please clarify the definition of ASA?	Section III-6. C.17.c has been corrected to include the 95% performance standard. See Addendum 3.

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21	III-6 C.20 and 21	Will the Department please clarify if Preferred Selections will be considered a voluntary choice at time of receipt on the Daily Eligible file or if outreach is required?	Please refer to Section III-6. C.21
	RFA Section	Question	Answer
22	III-6 C.20	1. Does the Department currently track consent to communicate electronically? 2. Is there an expectation that the Contractor will track and communicate consent back to the Department?	1. No 2. Yes.
	RFA Section	Question	Answer
23	III-6 D	Will the Department please clarify if the capability can link the incoming call to the consumer case associated using Medicaid ID and date of birth instead of the phone number?	As stated in III.6.D.1, system should link any incoming call to the consumer case associated with the phone number.
	RFA Section	Question	Answer
24	III-6 F.6	Will the Department please define what is meant by "incomplete enrollments or transfers"?	Failure to submit all information required to complete enrollment or transfer.
	RFA Section	Question	Answer
25	III-6 H	Will the Department please clarify how CHIP premium payment information will be available to the Contractor or affect the transfer process?	If a CHIP enrollee wishes to transfer to a different MCO, premiums from the losing MCO have no bearing on the transfer. A transfer must occur regardless of payment status. The gaining MCO will send a premium notice to the family.
	RFA Section	Question	Answer
26	III-7 C	Will the Department please clarify whether Appendix S: Computing Service Requirements must be completed and submitted with Applicants' applications / proposals or if Appendix S will need to be completed by the selected applicant prior to entering into an agreement?	Appendix S shall be completed and submitted as part of their application.

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27	III-7 D	If an organization is planning to issue an Accessibility Conformance Report (ACR) using the VPAT 2.5 WCAG version released in November of 2023, will the Department please confirm that this will suffice to meet the RFA requirement?	The VPAT version 2.5 is the most current version and is acceptable. The ACR date should be less than one year. There should be one VPAT/ACR per product.
	RFA Section	Question	Answer
28	III-7 D	Will the Department please confirm whether the VPAT/ACR needs to be applicable to the final **configured** web and mobile product to be delivered, or to the **generic** web and mobile templates and framework intended to be used for the architecture of the eventual solution?	Demonstrating conformance with accessibility standards is required as part of the Computing Services Use Case Review (Use Case Review.) Final configuration of the web and mobile product will occur after Agreement execution and prior to product implementation. As a result, it is acceptable for the Applicant to demonstrate conformance with accessibility standards based on the "generic web and mobile templates and framework intended to be used for the architecture of the eventual solution." After Agreement execution, the selected Applicant should submit an updated VPAT/ACR demonstrating the final configured web and mobile product delivered meets accessibility standards.
	RFA Section	Question	Answer
29	III-8 P	Will the Department please confirm that voluntary PCP selection rate is not a key performance indicator (it is not listed as a key performance indicator on page 74)?	Voluntary PCP Choice rate should have been listed as a key performance indicator for both HealthChoices and CHIP. See Addendum 3 for corrected language.

	RFA Section	Question	Answer
30	III-6 C	Enrollment Center Operations Page 36, the RFA states providing an Enrollment Center within 15 miles from Harrisburg, PA., but would allow a work from home model subject to prior review and approval. In addition, an office for Department use must be provided. a. What would be the rationale for an Enrollment Center if the services are provided Statewide? b. Would the Department accept a Call Center located within the USA for providing services?	The Department is requiring a local enrollment center within 15 miles of Harrisburg, PA. Onsite monitoring will be conducted by staff based in Harrisburg.
	RFA Section	Question	Answer
31	General	Is this a new program, or is there an incumbent? If there is an incumbent, please share name of entity and how long they had the contract.	Maximus Health Services, Inc. is the current Grantee, providing services under Agreement No. 4100073315. Information regarding this Agreement is available on PA Treasury's website.
	RFA Section	Question	Answer
32	General	If there is an incumbent, have they reached the maximum term of contract with extensions?	Please see response for question 31.
	RFA Section	Question	Answer
33	General	Do you expect to have one vendor or multiple vendors?	One applicant will be awarded the Grant.
	RFA Section	Question	Answer
34	General	Are foreign entities (located within the United States) allowed to bid on the project?	There are no restrictions on who may apply.
	RFA Section	Question	Answer
35	General	Other than assistance with enrollment, are there any associated issues the Department is attempting to resolve?	This RFA is to satisfy a need for Enrollment Assistance Program Services for the Benefit of Individuals Eligible for Pennsylvania's HealthChoices Physical Health Program and Children's Health Insurance Program. No other services are needed for this RFA.

	RFA Section	Question	Answer
36	General	Is there a budget ceiling for the project?	This information is not relevant to preparing a response to the RFA.
	RFA Section	Question	Answer
37	Appendix B Cost Submittal	How is payment structured? Per Consumer Per Month, Per call or per successful assistance for each consumer? If a consumer drops out, are there any payment provisions?	Please refer to the instructions in Appendix B, Cost Submittal.
	RFA Section	Question	Answer
38	Appendices K and L	What is the estimated census?	Please refer to Appendices K and L.
	RFA Section	Question	Answer
39	III-6. C.5	Do you have a defined ratio of Specialists to Consumer ratios?	No.
	RFA Section	Question	Answer
40	III-6. B.3	How will the awarded entity learn about Consumers needing assistance? Will names of Consumers be provided to the awarded entity?	Daily Eligibility files and other information about eligible consumers will be provided to the selected applicant as described in Section III-6.B.3.
	RFA Section	Question	Answer
41	General	Is there a prescribed method the Department would like the awarded entity to use for helping Consumers enroll in the Programs?	The RFA includes multiple requirements addressing methods by which the selected Applicant is to help Consumers enroll. Without specific RFA citation, the question is unclear.
	RFA Section	Question	Answer
42	General	Is there an expectation for staffing each Zone? What are the requirements?	The RFA requires Applicants to propose appropriate staffing as described in Section III-6.E. and elsewhere.
	RFA Section	Question	Answer
43	General	Employees: Is there an expectation that all employees involved in providing services must reside in Pennsylvania?	No.

	RFA Section	Question	Answer
44	III-6. C	When will the awarded vendor wrap up (close the ticket) services for every Consumer? Is there a need for follow-up once the Consumer is enrolled in an MCO?	Enrollment Center operations would not routinely include individual Consumer follow up after MCO enrollment. However, consumers may contact the selected Applicant at any time for additional assistance and follow up as needed.
	RFA Section	Question	Answer
45	III-6. C-4	What are the required interactions between Specialists, etc. and Consumers?	See RFA Section III-6. C.4, Enrollment Center Operations.
	RFA Section	Question	Answer
46	Appendix K	How many Consumers will need assistance in enrolling initially?	No estimate available. See Appendix K - Enrollment Summary Reports
	RFA Section	Question	Answer
47	Appendix K	How many Consumers will need assistance after the initial period of enrollment?	No estimate available. See Appendix K - Enrollment Summary Reports.
	RFA Section	Question	Answer
48	General	Is there a yearly open enrollment for each MCO? Or, Consumers can switch plans monthly?	Consumers may transfer between MCOs at any time, but managed care dating rules allow 4-6 weeks for transfers to become effective.
	RFA Section	Question	Answer
49	III-7 E	Will the Department accept HITRUST Certification in lieu of SOC Certification?	HITRUST is not currently included as an acceptable alternative per policy in lieu of a SOC 2 Type 2 Report. If that is the only third-party certification the Service Organization can provide, it will be used as part of the Use Case Review, but a policy waiver will be required.

RFA # 11-23

Enrollment Assistance Program Services

Q&A

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50		Appendix L – Enrollment Center Call Statistics	Five years of enrollment center call data is provided. Who is the incumbent call center provider for the enrollment center?	See response to question 31.
		RFA Section	Question	Answer
51		General	Has the Commonwealth of Pennsylvania Department of Human Services established a competitive range for this procurement?	This information is not relevant to preparing a response to the RFA.
		RFA Section	Question	Answer
52		III-6 C	The RFA indicates that the selected applicant must establish and maintain an Enrollment Center located within a 15-mile radius of the City of Harrisburg, PA and provide the physical location of the office to the department. In addition, a work from home model is permitted subject to prior review and approval from the Department. Questions: (1) Would a work from home model replace the requirement for a physical enrollment center? (2) Is the physical location of an office required to be included with the Request for Application? (Site selection and lease negotiation generally takes longer than the RFA submission timeline.)	1: No 2: The selected Applicant must attest that it will confirm a physical location within 15 miles of Harrisburg, PA by the appropriate date as determined by the Department during Readiness Review.