

## RFP MED-19-001 Questions and Answers

Question Number	RFP Section Referenced	Page	Question	Answer
1	General		What other firms submitted questions related to this RFP?	Please see listing on RFP website.
2			Are the On-site Lump-Sum Amounts expected to be on a per-person per-day basis, or a per-day basis that encompasses all staff that comes on-site?	The on-site lump sum is meant to be inclusive of a single person on-site for the expressed time (one day, two day, etc.) This price is to be inclusive of all costs including rate, per diem, all other travel costs. Designation of the time is dependent on the number of days meetings occur. For instance if a person travels to be on-site for a meeting on a single day the charge to the Agency is one day. If a person has meetings on three consecutive days the charge to the Agency will be for a three day visit.
3	Attachment F-2		Is it expected that this be filled out such that it includes monthly best-estimates of costs the prospective vendor will incur for each task included within the table, as part of the RFP response submission? Or is this intended to be informational, such that it will be used as a tool upon contract execution with selected vendor?	The RFP has been amended. The F-2 attachment is a sample form meant to track costs allocated to the individual task areas. This form or a similar form developed collaboratively with the Agency upon execution of the contract, will be used as a monthly report to accompany an invoice. The form in the RFP is for illustrative purposes only.
4	1.3.1.2 Task Area 2. Waivers		With respect to Section 1.3.1.2 Task Area 2, Waiver Support, please share the Agency's available information about new or amended programs under 1915(b), 1915©, and 115 waivers	Materials pertaining to the IA Health Link and Medicaid programs are found at: <a href="https://dhs.iowa.gov/IA-Health-Link_Bid-Library">https://dhs.iowa.gov/IA-Health-Link_Bid-Library</a> . This includes materials on State Plan Amendments and Waivers.

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5	1.3.1.3 Task Area 3 Experience Monitoring and Reporting	6	How is encounter data currently collected, or will this be a "fresh" start-up of data collection? Is there currently a vendor (DXC, Truven, etc.) performing encounter receipt, clean-up and validation?	The Iowa Medicaid Enterprise has an Encounter Data Workgroup and staff specifically assigned to receipt, validation, and quality analysis of encounter data. This work will not change.
6	1.3.1.4 Task Area 4. Risk Adjustment	7	What risk adjustment methodology (i.e. software/grouper) does the Agency currently use?	The Agency leverages the recommendations of the current contracted actuary to determine appropriate risk adjustment methodologies.
7	1.3.1.6 Task Area 6. Ad Hoc Analysis	8	Item F (State Innovation Models) states that the Contractor shall "implement sustainability framework." Please provide further explanation around what the Agency would expect from the Contractor regarding implementing sustainability framework as it relates to SIMs.	The Agency currently has this work subcontracted with another party through the actuarial contract. It would be expected that the winning bidder continue this relationship and perform any cost modeling necessary for sustainability projections.
8	3.3 Cost proposal & 4.3 Proposal Scoring and Evaluation Criteria	20 & 22	While section 3.3 requests the various Off-site hourly rates and the On-site Lump-sum amounts, there is no information given regarding how these rates and amounts will be weighted (i.e., estimated hours to be used at the various positions, estimated on-site days_ so that a standardized lowest cost proposal could be identified for the scoring of the cost proposal pricing in section 4.3. Will the agency provide information related to the estimated hours	The off-site hourly rates are the rates you will be submitting as your bid for each position type. See the answer to question 2 concerning the method of calculating on-site days. <b>The estimated quantities are for cost proposal comparison purposes only.</b> They are not meant to be an expectation of the actual number of hours that the contract might encompass. The actual hours expected are not available. During the implementation of the contract the winning

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			to be used at the various positions and the estimated on-site days?	bidder will work with the Agency to develop an expected budget for the initial fiscal year.
9		17	Number of Hard Copies: Please confirm that 1 original and 5 copies are required for Both the technical and cost proposals, which we understand should be packaged separately.	Yes. 1 original and 5 hard copies of each (technical proposal and cost proposal) must be submitted and packaged separately.
10			What is the expected budget for this work	Not available
11	3.2.5.3 Financial Statements	20	As a public company, our financial statements are more than 100 pages for each year - in lieu of paper copies, may we submit a link to our public webpage, where all public financial documents (including these documents) are available 24/7? Or alternatively, we could provide paper copies of this documentation in the original version only. We are sensitive to the environmental impact of our proposals and hope you will allow us to use one of these alternatives. Please let us know how you would like us to respond to this requirement	RFP has been amended. This requirement is removed.
12	General		Does the Agency have a proposed budget for this project?	See response to #10.
13	1.3.1.1.A	4	Can the Agency please clarify what additional programs and populations are intended to be added to IA Health Link, and the anticipated timing of these changes?	There are not programs or populations currently expected to be added to IA Health Link by the Agency's suggestion. Often program, service, and population changes to the Iowa Medicaid program are mandated

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				by Legislature. At this time, the Iowa Legislature remains in session so this question cannot be fully answered.
14	1.3.1.1.A	4	Does the Agency expect that a full rebase of the base period data will be performed each year for each program?	The Agency will determine that based on recommendations and options provided by the awarded bidder.
15	1.3.1.1.A	4	Can the Agency please comment on the quality of the emerging encounter data and the Agency's expectations of the credibility of the data being utilized for the upcoming rate development processes (both for the ongoing July 1, 2018 rate calculations and next year's July 1, 2019 rate calculations)?	While encounter data quality is monitored ongoing and fixes are put in place as issues are identified, current analysis shows that the encounter data is within 1-2% of the reported expenditures of the managed care organizations. The Agency believes that the encounter data is of a sufficient quality to use for the purpose of rate setting.
16	1.3.1.1.C	5	Can the Agency please confirm the anticipated effective dates for each of the programs: Medicaid MCO, Dental Wellness, <i>hawk-I</i> , and PACE?	Rates are nearly always effective July 1 of each year to align with fiscal years, unless prompted by unusual circumstances warranting a mid-cycle capitation rate update.
17	1.3.1.1 Performance Measures	5	Can the Agency please confirm that the expectation of an additional rate setting request that is to be submitted within 60 calendar days would be similar in scope/level of effort to analyzing a programmatic or policy change within the	The 60 calendar day turn- around is expected to be reasonable for updates that might need to be made for program, service, and population changes that may be mandated by the Legislature. If additional time is necessary, the Agency will work with

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			capitation rate setting effort?	the awarded bidder on a reasonable timeframe.
18	1.3.1.3.A	6	Can the Agency please clarify how often the encounter data completion reports should be prepared?	Currently the Agency is receiving these quarterly.
19	1.3.1.4.A	7	In regards to risk adjustment: a) Can the Agency please confirm the risk adjustment methodologies to be utilized for the July 1, 2018 rates? b) Does the Agency expect the contractor to utilize a consistent methodology? c) Will the Agency obtain the appropriate licenses for the risk adjustment software (if applicable)?	See response to #6.
20	1.3.1.7.D	8	Can the Agency please clarify the type and level of detail of data that you request contractor will be storing in the data warehouse? For example: a) Will the data provided include MCO encounters, fee-for-service, and/or other MCO financial data? B) Will the data provided by the Agency be aggregated? c) Does the Agency anticipate the data to include protected health information (PHI) and/or personally identifiable information (PII)? d) What frequency will the data be provided to the contractor? e) Does the Agency anticipate the contractor data warehouse to be utilized as the source for the underlying base data for rate development?	The Agency will pass on any data relevant to the awarded bidder's work. Historically, data has included 834 files, 837 files, LTSS information, and other supplemental files for all programs and delivery system (FFS vs. managed care). The data will be at a line item level for the most part and will include protected information. The data will be provided monthly or on an otherwise determined cycle that is appropriate based on refreshed data available to the Agency. The Agency does expect that data being shared with the actuary will be used for capitation rate development
21	1.3.3	10	Can the Agency please clarify the number	See response to #8.

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			of onsite meetings and/or visits that are anticipated for this engagement on an annual basis? In the Cost Proposal Comparison exhibit of the RFP (Attachment F-1 (B)), it indicates that 50 visits of varying length will be used for the cost proposal comparison calculation. Does the Agency anticipate an on-site meeting and/or visit to occur during 50 weeks of each fiscal year.	
22	1.3.3	10	Can the Agency please clarify what services in the Scope of Work it anticipates the Contractor to perform offsite vs. onsite? Additionally, can the Agency clarify the number of resources and the anticipated level (as defined in Attachment F-1(A)) of employee(s) available for the onsite work?	The Agency expects the Contractor to perform work offsite unless onsite participation of meetings and workgroups is expressly discussed. Historically, the actuary has come onsite to meet with the Agency once per quarter on average.
23	Attachment F-1(A)	34	Can the Agency please provide the incumbent's historical fees, hours, and mix by staff level, or an estimate of the anticipated fees, hours, and mix by staff level for future support, for work related to the Scope of Work outlined in the RFP?	The bidder should evaluate the scope of work and determine how their organization can best utilize their staff mix, staffing levels, etc. to accommodate this work. Historical data is unavailable.
24	Attachment F-1(B)	35	Can the Agency please clarify the "Estimated Quantity" field in the on-site section of the table? For example, the table outlines a quantity of 15 for five-day visits row. Would the contractor interpret this as 15 five-day trips (i.e., 75 days onsite) over the course of a fiscal year for this particular row?	See response to #8.

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25	Attachment F-1(B)	35	Can the Agency please confirm that the contractor should submit Attachment F-1 (B) in its response to the Cost Proposal section of the RFP?	The RFP has been amended. Attachment F-1 is the cost proposal format to be submitted in response to the cost proposal. Bidders may use the excel spreadsheet attachment posted on the website.
26	Attachment F-3	38	Does Attachment F-3 need to be completed and submitted with the proposal or does it only need to be completed after the contract is awarded to the successful contractor?	The completed vendor questionnaire <b>is required</b> to be completed as part of the bid proposal process. The bidder may use the excel spreadsheet attachment posted on the website.
27	Contract Terms		Will the Agency consider adding a commercially reasonable limitation of liability, to be discussed during contract negotiations? This would foster greater participation and more competition in the bid solicitation.	DHS may consider a limitation of liability clause as part of contract negotiations. However, the agency has significant limitations on its ability to take on the liability of a contractor.
28	General		Please provide the names of vendors who submitted letters of intent. If the State is unable to provide the names, please provide the number of vendors who submitted letters of intent.	See response to #1.
29	1.3.1.2 Task Area 2.A.1, 2.B.1, 2.C.1 Waiver Support	6	Is it the State's intent to request the contractor draft narrative portions of the waiver that extend beyond the cost effectiveness, cost neutrality and budget neutrality sections of the 1915(b), 1915©, and 115 waiver applications, respectively? For example, will the Contractor be asked to draft language for the program and/or	No, that is not the intent.

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			quality sections of any of the applications as well?	
30	1.3.1.3 Task Area 3.A.2 Experience Monitoring and Reporting	7	Regarding the requirement for the vendor to "collect encounter data and maintain an internal data warehouse", please confirm the State's intent is for the vendor to obtain data from the State to form the data warehouse, as opposed to collecting it from the MCOs or other parties.	Confirmed.
31	1.3.1.3 Task Area 3, Experience Monitoring and Reporting	7	Please confirm that the evaluation of the encounter data under Performance Measure #1 is to occur monthly. Additionally, given there is only 30 days to turn this evaluation around, how quickly will the data be available to the contractor following the due date for the MCOs? Will the State consider revising this requirement to be 30 days following receipt of the data?	See response to # 18. The data is usually available to the Contractor within one week of receipt by the Agency. At this time, the Agency does not intend to revise this requirement.
32	1.3.1.6 Task Area 6, Ad Hoc Analysis, F. State Innovation Models (SIM)	8	Has a contractor been assisting with Iowa's State Innovation Model (SIM) grant? If yes, with whom is Iowa working? What is the timeframe for Iowa's submission of the SIM Sustainability Plan CMMI reports?	See response to #7.
33	1.3.1.6 Task Area 6, Ad Hoc Analysis, I. HCBS Tiered Rates	8	Please provide additional information on the level of involvement being requested from the vendor related to Home and Community-based (HCBS) tiered rates. For example, is the State performing the rate development process and simply looking for feedback and lite technical assistance	The Agency has already implemented tiered rates for the Intellectual Disability Waiver. There may be a need to develop additional tiered rates but a methodology has been determined. Tiered rates are reimbursed by MCOs and FFS.



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			from the vendor or is the State requesting the vendor develop the tiered rates? What methodology is currently being used to develop the HCBS tiered rates? Does the State mandate that MCOs pay these rates to managed care providers or are these rates only applicable to individuals who are receiving services via fee-for-service (FFS)?	
34	1.3.1.7 General Obligations, C, Appeals	9	This section requires the contractor to provide all necessary assistance in appeals processes and other litigation. Is this limited to appeals and litigation specific to issues when the contractor is retained for actuarial services or does this requirement also include current or prior appeals and litigation a new contractor was not involved in? If this is all-encompassing, can the State provide information on current or prior actions that may require support from the contractor?	The Contractor would be responsible for appeals and litigation support specific to work the Contractor was directly involved in with the Agency.
35	1.3.1.7, General Obligations, C Data, #6	9	Please confirm the Completed Vendor Security Questionnaire (template provided in Attachment F-3) and documentation of SOC2 are NOT required as part of the RFP response.	See response to #26.
36	Contract Payment Methodology	10	This section refers to Attachment 3.1 and Attachment 3.2. We are unable to locate Attachments 3.1 and 3.2. Should the reference to Attachment 3.1 be Attachment F-1(B) and the reference to Attachment 3.2 be Attachment F-2?	The RFP has been amended.

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37	3.1 Proposal Format, CD-ROM/USB Flash Drive,	17	This section requires a version in Microsoft Word with a voluntary additional PDF file. Would the State consider accepting electronic proposals only in searchable PDF and not Microsoft Word? If not, is it acceptable to provide signed forms and appendices as separate PDF files in addition to the Word file?	The department requires the Microsoft Word version. You may provide an appendix or put them in manually at the beginning of the section.
38	3.2.5.3 Financial Statements	20	As a publically traded company, our financial statements are more than 100 pages (per year). To reduce the environmental impact of this solicitation, would the State be willing to accept the required financial documents in the electronic submittal only along with a link to the investor tab of our website where all visitors have 24/7 access to the financial documents?	See response to #11.
39	Attachment F-1(B) Cost Proposal Schedule	35	For "On-site Lump-sum Amounts" what does "Estimated Quantity" indicate? For example, for the row labeled "Five Days", does "15" indicate 3 trips of 5 days each, for a total of 15 days? Or 15 trips of 5 days totaling to 75 days? Are these indications of travel a reasonable expectation for bidders to anticipate or can the State provide more information on the expectation of onsite support (e.g. once a month, five times a year, etc.)?	See response to #2 and #8.
40	Attachment F-	35	For "On-site Lump-sum Amounts", what is	See responses to #2, #8 and #22. On-site

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	1(B), Cost Proposal Schedule		the average Number of contractor staff assumed for each trip, e.g. 1,2,3,more? Please confirm that this lump-sum amount is inclusive of the time spent consulting while onsite and travel expenses.	payments are only applicable on days in which on-site meetings are held. The agency does not pay for travel time. All travel expenses (airfare, hotel, etc.) must be built into the on-site rates. On-site rates may be subject to renegotiation by the agency in the event that travel costs escalate in the future.
41	Attachment F-2 Itemized Work Monthly Report	37	Various Task Areas listed in this table do not align with the Task Areas outlined in Section 1.3 of the RFP. Please confirm Section 1.3 contains the full Scope of Work, such that Attachment F-2 should align with Task Areas 1-6 outlined in Section 1.3	The RFP has been amended to correct this. The F-2 Attachment is a sample of what will be required.
42	Attachment G, Sample Contract, Section 1: Special Terms	44	Is the State willing to negotiate Special Terms? If yes, is the State willing to add a provision to the Special Terms limiting the Contractor's liability?	Possibly, however the inclusion of a limitation of liability will require extensive contract negotiations.