

SOLICITATION AMENDMENT #1

<p>YH24-0002</p> <p>External Quality Review Organization RFP</p>	<p>Solicitation Due Date: March 28, 2024, 3:00 pm Arizona Time</p>	<p>Procurement Officer: Cynthia Smolens</p> <p>Email: procurement@azahcccs.gov</p>
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A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

The attached Answers to Questions are incorporated as part of this solicitation amendment.

Paragraph # or Title	Page #	Amendment
Scope of Work, 5.1.2	5	Section 5.1.2 of the Scope of Work is revised as follows: Have or obtain prior to work/activities start date, and maintain all relevant certifications for work/activities indicated within the Offeror’s proposal. For example, an Offeror shall obtain and maintain including but not limited to NCQA HEDIS Compliance Audit Certification and/or NCQA CAHPS Survey Certification for applicable work/activities elements with HEDIS/CAHPS requirements.
Scope of Work, 5.1.13	6	Section 5.1.13 of the Scope of Work adds the following requirement, replacing the previous statement which has been moved to Section 5.1.14 (see below): Ensure its subcontractors performing EQR or EQR-related activities meet the requirements and hold relevant certifications for work/activities performed.
Scope of Work, 5.1.14	6	Section 5.1.14 is added to the Scope of Work (previously listed as the Section 5.1.13 statement): Ensure its subcontractors performing EQR or EQR-related activities meet the requirements for independence, as specified in 42 CFR 438.354(c).
Scope of Work, 5.1.15	6	Section 5.1.15 is added to the Scope of Work as follows: Be responsible for ensuring that its subcontractors are notified when modifications are made to Federal, State, CMS, and AHCCCS, rules, regulations, protocols, or policies.
Scope of Work, 5.1.16.	6	Section 5.1.16 is added to the Scope of Work as follows: Notwithstanding any relationship(s) the Contractor may have with any subcontractor, maintain ultimate responsibility for adhering to and otherwise fully complying with all terms and conditions of this Contract.
Scope of Work, 5.11.2	15	Section 5.11.2 of the Scope of Work is revised as follows: Develop tools and scoring methodology for evaluating MCO compliance with CMS regulations, A.R.S., AHCCCS Rule, Non-Title XIX/XXI and Grants standards, and AHCCCS Policy requirements. Standards. Evaluation tools and scoring methodology shall be submitted to AHCCCS for prior approval. Refer to Exhibit B for examples of Operational Review Tools.
Pricing Sheet		The Pricing Sheet has been revised and replaced with Revised Attachment 1 - Pricing Sheet.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: SIGNATURE ON FILE
TYPED NAME:	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE:



SOLICITATION QUESTIONS AND ANSWERS FORM

External Quality Review Organization (EQRO) RFP #YH24-0002

Questions shall be submitted electronically on this form to Procurement@azahcccs.gov no later than

Friday, February 23, 2024, 3:00 PM, Arizona Time

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	HSAG	5.8.1.1.7 (Scope of Work)	11	For the potential web-based, public-facing dashboard to provide the network adequacy results, please confirm who should have availability to the public-facing dashboard (e.g., the health plans, all members, community stakeholder groups).	The web-based public-facing dashboard must be made available to AHCCCS and all AHCCCS contracted MCOs (including DES/DDD and DCS/CHP). MCO visibility should be restricted by MCO irrespective of line of business.
2.	HSAG	5.8.5.2 (Scope of Work)	11	What is the expected evaluation time period for the Annual Network Adequacy Evaluation Report shown in Exhibit C with an annual due date of March 31?	The evaluation time period for this report includes data from the previous federal fiscal year (October 1 through September 30).
3.	HSAG	3.2.7.3 (Special Instructions to Offerors)	27	<p>Given that the evaluation criteria for all optional activities includes cost, and responses as well as pricing are dependent on HSAG understanding the scope of work, can AHCCCS provide preliminary scopes of work for the optional activities?</p> <p>HSAG understands that if scopes of work are refined through the task orders, the specific scopes of work and associated pricing can be adjusted collaboratively with AHCCCS.</p>	AHCCCS will not provide preliminary scopes of work for the optional activities. The Offeror shall provide responses to optional activities based on requirements specified in 5.3.1 by work/activity the Offeror intends to respond to, associated EQRO protocol(s), and relevant CFRs specified in 5.6 of the Scope of Work, as applicable.
4.	HSAG	4.1 (Special Instructions to Offerors)	28	<p>What is the limit on the size of the electronic files that can be uploaded to the ASFS (e.g., 30 MBs)?</p> <p>If a file exceeds the size limit, can the Offeror send multiple files with its Proposal clearly indicating the order of each in the file name (e.g., Technical Proposal file 1 of 2) to ensure all documents are received?</p>	There is no file size limitation uploading to ASFS.



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5.	HSAG	4.2 (Special Instructions to Offerors)	28	The RFP requires all proposals to be submitted in Calibri 11-point font or larger. Can a different and/or smaller font be used on figures, tables, charts, and footnotes?	Yes.
6.	HSAG	5.0 (Special Instructions to Offerors)	28	For the forms required to be included in the proposal, is the Offeror permitted to place its proposal footer and page numbers on the documents or should the Offeror complete and submit the forms as is?	No, the Offeror may not alter the documents.
7.	HSAG	5.3.2.2 (Special Instructions to Offerors)	35	The RFP requires three (3) State Medicaid Agencies with contact information. Will AHCCCS reach out to the three contacts listed by Offerors? If so, how will these agencies be contacted (email, telephone, etc.)?	The Offeror shall provide the required information as referenced in section 5.3.2.2 of the Special Instructions to Offerors.
8.	HSAG	5.3.3.1 (Special Instructions to Offerors)	35	Attachment 1 – Pricing Sheet only allows one hourly rate for each staff position for Performance Measure Validation (PMV) and the Competitive Task Orders. May the Offeror provide hourly rates per year for five (5) years for PMV and the Competitive Task Orders?	Yes. See revised Pricing Sheet with Solicitation Amendment 1.



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9.	HSAG	5.3.3.1 (Special Instructions to Offerors)	35	Attachment 1 – Pricing Sheet allows the Offeror to provide the total cost per year for five (5) years for the EQR Technical Reports and Network Adequacy, but only allows one price for PIP Validation and Compliance Review. May the Offeror provide the total cost per year for five (5) years for PIPs and Compliance?	Yes. See revised Pricing Sheet with Solicitation Amendment 1.
10.	HSAG	5.3.3.1 (Special Instructions to Offerors)	35	Attachment 1 – Pricing Sheet, includes six (6) blank tabs labeled Sheet1, Sheet2, Sheet3, etc. Is the Offeror required to provide any information on these tabs?	No. See Revised Pricing Sheet with Solicitation Amendment 1.
11.	HSAG	5.3.3.1 (Special Instructions to Offerors)	35	The instructions for Attachment 1 – Pricing Sheet state “Pricing shall be all inclusive (including subcontractor(s), travel, administrative costs, etc.). No additional expenses will be paid.” If an Offeror plans on utilizing a vendor that is not paid an hourly rate, such as a survey vendor paid by the survey, what rate should the Offeror provide on the Pricing Sheet?	The Offeror shall incorporate the subcontractor’s costs into the hourly rate for the Pricing to be all inclusive as referenced in section 5.3.3.1. of the Special Instructions to Offerors.
12.	Mercer Health & Benefits LLC	Section 5.1.2	5	If a Vendor is responding to only certain work/activities that do not require HEDIS or NCQA CAHPS survey certifications (e.g., Encounter Data Validation), do the requirements in Section 5.1.2 not apply to that Vendor?	The requirements in Section 5.1.2 of the Scope of Work apply to all Vendors; all Vendors must have or obtain, and maintain all relevant certifications based on the work/activities the Vendor responds to. See Solicitation Amendment 1 amending the language in section 5.1.2 of the Scope of Work.



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13.	Mercer Health & Benefits LLC	Uniform Terms and Conditions, Section 6.2 Indemnification	43	<p>For a resultant Task Order award, would AHCCCS consider adding the inclusion of limitation of liability substantially similar to the following?</p> <p>Contractor’s limitation of liability for any and all losses, liabilities, or damages arising out of or relating to the provision of Services by Contractor is an amount not to exceed the greater of one times the compensation paid to Contractor for the Services giving rise to such loss and \$250,000. In no event shall either party be liable in connection with the Agreement for loss of profits or any indirect, incidental, punitive, special, or consequential damages arising in any manner from the Agreement regardless of foreseeability thereof. This provision applies to the fullest extent permitted by applicable law and to all causes of action, including, without limitation, breach of contract, breach of warranty, negligence, strict liability, misrepresentation, and other torts.</p>	No.
14.	Mercer Health & Benefits LLC	Special Terms and Conditions, IT Privacy and Security Requirements	59	<p>Contractor is currently implementing a Microsoft Azure GovCloud solution that includes M365 tools to align with all NIST 800.53 rev.5 controls with a currently projected roadmap for StateRAMP ATO in 2025. Along with a GovCloud/StateRAMP solution, all Confidential State Data will be housed in Microsoft’s Azure FedRAMP-certified cloud platform. This certification can be provided upon request. Would AHCCCS consider this a viable solution in meeting these requirements?</p>	<p>AHCCCS needs to understand Offeror’s current environment that’s being replaced with Microsoft Azure. Once implemented and once StateRAMP ATO is received, this would meet AHCCCS requirements.</p>



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15.	Mercer Health & Benefits LLC	Attachment 1 Pricing Sheet – Competitive Task Order tab	N/A	Since the term of this Solicitation is three years with two 1-year optional extensions, can Vendors propose an annual inflationary adjustment to the hourly rates in Attachment 1 or are the hourly rates to be maximum hourly rates for the entire 5-year contract period?	See Revised Attachment 1 - Pricing Sheet with Solicitation Amendment 1.