



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

List View

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 460530

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0511

Vendor ID: VS0000018393

SO Doc ID: BMS1900000005

Legal Name: QSOURCE

Published Date: 7/22/19

Alias/DBA:

Close Date: 7/25/19

Total Bid: \$6,049,037.62

Close Time: 13:30

Response Date: 07/24/2019

Status: Closed

Response Time: 18:23

Solicitation Description: Addendum #2 - Medicaid External Quality Review Organization

Total of Header Attachments: 2

Total of All Attachments: 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Base Year One Systems Performance Review				\$149,561.84

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year One Systems Performance Review and All Subcomponents (4.1.1)
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Comments: \$37390.46 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Base Year One Development & Validation of PIP's				\$36,489.20

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year One Development & Validation of Performance Improvement Projects (4.1.3)
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Comments: \$9122.30 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Base Year 1 Quarterly Analysis of Pre-Service Denial Reports				\$128,199.27

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year Quarterly Analysis of Pre-Service Denial Reports (4.1.5)
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Comments: \$32049.82 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Base Year One Validation of Performance Measures				\$74,218.20

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Base Year One Validation of Performance Measures (4.1.2)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Base Year One Encounter Data Validation				\$43,118.38

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Base Year One Encounter Data Validation (4.1.4)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Base Year One Annual Technical Report				\$40,895.57

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Base Year One Annual Technical Report (4.1.6)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Base Year One Access to Care Standard Evaluation				\$53,763.02

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Base Year One Access to Care Standard Evaluation (4.1.8.9)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Base Year One Ad Hoc Reporting Services	5000.00000	HOUR	\$74.080000	\$370,400.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year One Ad Hoc Reporting Services (4.1.9) Estimated 5000 hours. Service dates: 09/01/2019-08/31/2020
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Comments: \$74.08 x 5000 hours = \$370409.77 total

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Base Year One Ad Hoc Services	5000.00000	HOUR	\$74.080000	\$370,400.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year One Ad Hoc Services (4.1.9) Estimated 5000 hours. Service dates: 09/01/2019-08/31/2020
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Comments: \$74.08 x 5000 hours = \$370409.77 total

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Base Year One Quality Rating System	2500.00000	HOUR	\$80.290000	\$200,725.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Base Year One Ad Hoc Services--Quality Rating System (4.1.9) Estimated 2500 hours. Service dates: 09/01/2019-08/31/2020
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Comments: \$80.29 x 2500 hours = \$200715.93 total

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Optional Renewal Year One Systems Performance Review				\$153,823.27

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One Systems Performance Review and All Subcomponents (4.1.1)

Comments: \$38455.82 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Opt. Renewal Year 1 Development & Validation of PIP's				\$34,663.03

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One Development & Validation of Performance Improvement Projects (4.1.3)

Comments: \$8665.76 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Opt. Renewal Yr 1 Qtrly Analysis-Denials,Appeals,Grievances				\$129,047.82

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One: Quarterly Analysis of Pre-Service Denials ,Appeals and Grievance Reports (4.1.5)

Comments: \$32261.96 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Optional Renewal Year One Validation of Performance Measures				\$76,444.77

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One Validation of Performance (4.1.2)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Optional Renewal Year One Encounter Data Validation				\$35,406.68

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One Encounter Data Validation (4.1.4)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Optional Renewal Year One Annual Technical Report				\$42,122.43

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year One Annual Technical Report (4.1.6)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Optional Renewal Year 1 Access to Care Standard Evaluations				\$47,557.79

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year 1 Access to Care Standard Evaluations (4.1.8.9)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Optional Renewal Year One Ad Hoc Reporting Services	5000.00000	HOUR	\$76.300000	\$381,500.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year One Ad Hoc Reporting Services (4.1.9) Estimated 5000 hours. Service dates: 09/01/2020-08/31/2021
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Comments: \$76.30 x 5000 hours = \$381522.03

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Optional Renewal Year One Ad Hoc Services	5000.00000	HOUR	\$76.300000	\$381,500.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year One Ad Hoc Services (4.1.9) Service dates 09/01/2020-08/31/2021
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Comments: \$76.30 x 5000 hours = \$381522.03

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Optional Renewal Year One Quality Rating System	2500.00000	HOUR	\$80.120000	\$200,300.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year One Quality Rating System (4.1.9) Service dates 09/01/2020-08/31/2021
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Comments: \$80.12 x 2500 hours = \$200299.07

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Opt. Renew Yr 2 System Performance Reviews and				\$158,208.10

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two System Performance Reviews and all Subcomponents (4.1.1)

Comments: \$39552.02 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	Optional Renewal Year Two Development & Validation of PIP's				\$35,687.91

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Development & Validation of Performance Improvement Projects (4.1.3)

Comments: \$8921.98 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Opt Renew Yr 2 Qtrly Analysis-Denials, Appeals & Grievances				\$132,919.26

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Quarterly Analysis of Pre-Service Denials, Appeals & Grievance Reports (4.1.5)

Comments: \$33229.81 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Optional Renewal Year Two Validation of Performance Measures				\$78,738.07

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Validation of Performance Measures (4.1.2)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Optional Renewal Year Two Encounter Data Validation				\$36,468.93

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Encounter Data Validation (4.1.4)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Optional Renewal Year Two Annual Technical Report				\$43,386.11

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Annual Technical Report (4.1.6)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Optional Renewal Year Two Access to Care Standard Evaluation				\$48,984.54

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Two Access to Care Standard Evaluation (4.1.8.9)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	Optional Renewal Year Two Ad Hoc Reporting Services	5000.00000	HOUR	\$78.590000	\$392,950.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Two Ad Hoc Reporting Services (4.1.9) Dates of Service 09/01/2021-08/31/2022
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Comments: \$78.59 x 5000 hours = \$392967.69

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	Optional Renewal Year Two Ad Hoc Services	5000.00000	HOUR	\$78.590000	\$392,950.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Two Ad Hoc Services (4.1.9) Dates of Service 09/01/2021-08/31/2022
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Comments: \$78.59 x 5000 hours = \$392967.69

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	Opt. Renewal Year Two Quality Rating System	2500.00000	HOUR	\$82.520000	\$206,300.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Two Quality Rating System (4.1.9) Dates of Service 09/01/2021-08/31/2022
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Comments: \$82.52 x 2500 hours = \$206308.04

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Optional Renewal Yr Three Systems Performance Review				\$162,724.67

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Three Systems Performance Review and All Subcomponents (4.1.1)
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Comments: \$40681.17 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	Optional Renewal Yr Three Development & Validation of PIP's				\$36,742.69

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Yr Three Development & Validation of PIP's (4.1.3)
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Comments: \$9185.67 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	Opt Renewal Yr 3 Qrtrly Analysis Denials, Appeals&Grievances				\$136,909.01

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Three Quarterly Analysis of Pre-Service Denials, Appeals & Grievance Reports (4.1.5)
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Comments: \$34227.25 per MCO x 4 (# of MCOs)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	Optional Renewal Year 3 Validation of Performance Measures				\$81,104.86

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year 3 Validation of Performance Measures (4.1.2)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	Optional Renewal Year Three Encounter Data Validation				\$37,562.84

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Three Encounter Data Validation (4.1.4)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	Optional Renewal Year Three Annual Technical Report				\$44,686.81

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year Three Annual Technical Report (4.1.6)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
37	Optional Renewal Year 3 Access to Care Standard Evaluation				\$50,452.55

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description : Optional Renewal Year 3 Access to Care Standard Evaluation (4.1.8.9)

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
38	Optional Renewal Year Three Ad Hoc Reporting Services	5000.00000	HOUR	\$80.960000	\$404,800.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Three Ad Hoc Reporting Services (4.1.9) Dates of Service 09/01/2022-08/31/2023
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Comments: \$80.96 x 5000 hours = \$404807.87

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
39	Optional Renewal Year Three Ad Hoc Services	5000.00000	HOUR	\$80.960000	\$404,800.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Three Ad Hoc Services (4.1.9) Dates of Service 09/01/2022-08/31/2023
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Comments: \$80.96 x 5000 hours = \$404807.87

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
40	Optional Renewal Year Three-Quality Rating System	2500.00000	HOUR	\$85.010000	\$212,525.00

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description :	Optional Renewal Year Three-Quality Rating System (4.1.9) Dates of Service 09/01/2022-08/31/2023
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Comments: \$85.01 x 2500 hours = \$212524.13

Activities Priced Per MCO	Base Year 1			Optional Renewal Year 1			Optional Renewal Year 2			Optional Renewal Year 3						
	External Quality Review Activity	Price	# of MCOs	Total (C*D)	Price	# of MCOs	Total (F*G)	Price	# of MCOs	Total (I*J)	Price	# of MCOs	Total (L*M)			
Systems Performance Review and All Subcomponents (4.1.1)	\$ 37,390.46		4	\$ 149,561.84	\$ 38,455.82		4	\$ 153,823.27	\$ 39,552.02		4	\$ 158,208.10	\$ 40,681.17		4	\$ 162,724.67
Development and Validation of Performance Improvement Projects (4.1.3)	\$ 9,122.30		4	\$ 36,489.20	\$ 8,665.76		4	\$ 34,663.03	\$ 8,921.98		4	\$ 35,687.91	\$ 9,185.67		4	\$ 36,742.69
Quarterly Analysis of Pre-Service Denial, Appeals, and Grievance Reports (4.1.5)	\$ 32,049.82		4	\$ 128,199.27	\$ 32,261.96		4	\$ 129,047.82	\$ 33,229.81		4	\$ 132,919.26	\$ 34,227.25		4	\$ 136,909.01

Activities Priced Per Service	Year 1			Year 2			Year 3			Year 4						
	External Quality Review Activity	Price	Per Year	Total (C*D)	Price	Per Year	Total (F*G)	Price	Per Year	Total (I*J)	Price	Per Year	Total (L*M)			
Validation of Performance Measures (4.1.2)	\$ 74,218.20		1	\$ 74,218.20	\$ 76,444.77		1	\$ 76,444.77	\$ 78,738.07		1	\$ 78,738.07	\$ 81,104.86		1	\$ 81,104.86
Encounter Data Validation (4.1.4)	\$ 43,118.38		1	\$ 43,118.38	\$ 35,406.68		1	\$ 35,406.68	\$ 36,468.93		1	\$ 36,468.93	\$ 37,562.84		1	\$ 37,562.84
Annual Technical Report (4.1.6)	\$ 40,895.57		1	\$ 40,895.57	\$ 42,122.43		1	\$ 42,122.43	\$ 43,386.11		1	\$ 43,386.11	\$ 44,686.81		1	\$ 44,686.81
Access to Care Standard Evaluation (4.1.8.9)	\$ 53,763.02		1	\$ 53,763.02	\$ 47,557.79		1	\$ 47,557.79	\$ 48,984.54		1	\$ 48,984.54	\$ 50,452.55		1	\$ 50,452.55

Activities Priced Per Hour	Year 1			Year 2			Year 3			Year 4						
	External Quality Review Activity	Price	# of Hours	Total (C*D)	Price	# of Hours	Total (F*G)	Price	# of Hours	Total (I*J)	Price	# of Hours	Total (L*M)			
Ad Hoc Reporting Services (4.1.9)	\$ 74.08		5000	\$ 370,409.77	\$ 76.30		5000	\$ 381,522.03	\$ 78.59		5000	\$ 392,967.69	\$ 80.96		5000	\$ 404,807.87
Ad Hoc Services (4.1.9)	\$ 74.08		5000	\$ 370,409.77	\$ 76.30		5000	\$ 381,522.03	\$ 78.59		5000	\$ 392,967.69	\$ 80.96		5000	\$ 404,807.87
Quality Rating System (4.1.9)	\$ 80.29		2500	\$ 200,715.93	\$ 80.12		2500	\$ 200,299.07	\$ 82.52		2500	\$ 206,308.04	\$ 85.01		2500	\$ 212,524.13

Base Year 1 Subtotal	\$ 1,467,780.95	Optional Year 1 Subtotal	\$ 1,482,408.92	Optional Year 2 Subtotal	\$ 1,526,636.32	Optional Year 3 Subtotal	\$ 1,572,323.28
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Total Project Cost	\$ 6,049,149.48
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- Vendor shall populate each of the highlighted cells. The total for each subsection, annual subtotal, and total project proposed price will auto-calculate. In the event the information does not auto-calculate, for each subsection, multiply the value in column C by its associated counterpart in column D for a per activity cost. The annual subtotal is the sum of all subsections combined. The total project proposal is the 4 annual subtotals added together.
- The vendor shall be reimbursed in 12 equal monthly installments for the delivery of all services outlined in the Activities Priced per MCO and Activities Priced per Service sections. All costs shall be summed together and divided by 12 for billing purposes. The vendor shall submit a detailed invoice outlining the time spent on each activity, even if no activity occurred specific to that deliverable. The prices outlined in column C are to be the total annual cost for each service.
- Ad hoc hours are for estimation purposes only for the cost proposal.
- Total Project Cost will be used for purposes of bid evaluation.
- Contract services will be paid monthly in arrears
- Payment for Ad Hoc Services will be based on an approved Statement of Work
- All amounts bid shall include all general and administrative expenses, including travel, training and supplies necessary to provide the services required in this solicitation.
- Reimbursement amounts are subject to change pending any programmatic changes that will result in modifications to the level of service being required.
- Pricing for Quality Rating System should include Design and Implementation Costs in Year One, with ongoing Operations/Maintenance Cost presented in subsequent years.
- The number of MCOs is subject to change pending the selected vendor for the Specialized Managed Care procurement.


 Vendor Signature

07/24/2019
 Vendor Date



3340 Players Club Pkwy.
Ste. 300
Memphis, TN 38125

49 Music Square West
Ste. 402
Nashville, TN 37203

124 West Capitol Ave.
Ste. 900
Little Rock, AR 72201

9000 Wessex Place
Ste. 204
Louisville, KY 40222

911 E. 86th St.
Ste. 202
Indianapolis, IN 46240

920 Main Street
Ste. 801
Kansas City, MO 64105

July 24, 2019

Ms. April Battle
Senior Buyer
West Virginia Purchasing Division
2019 Washington Street, East
Charleston, WV 25305

Subject: Medicaid External Quality Review Organization (Solicitation CRFQ 0511 BMS
1900000005) Pricing Page Proposal

Dear Ms. Battle:

Thank you for allowing Qsource the opportunity to submit the enclosed Pricing Page proposal submitted through wvOASIS for the Medicaid External Quality Review Organization solicitation.

Qsource has more than 40 years of history performing successful quality improvement work with a wide array of clinicians, institutions, providers, patients and families, and other community-based stakeholders. Qsource is contracted as a Quality Improvement Organization (QIO) for a five-state region. We also perform External Quality Review (EQR) services for the states of Tennessee and Florida, and most recently have been named as the EQRO for Ohio. Our Project Manager for this review will be a Certified Professional in Healthcare Quality (CPHQ).

Our proposal is predicated upon all the terms and conditions of the Request for Quotation (RFQ). Our proposal is also submitted in accordance with the instructions and forms provided in the RFQ. We agree to furnish any or all items upon which prices are offered at the price set for each item presented in our cost proposal, which is firm for the life of the contract. Qsource will accept payment by electronic funds transfer as required by the State.

Upon award we will supply a commercial general liability insurance in two million dollars and the State of West Virginia will be listed as an additional insured. Qsource is providing added value in supplying an additional one million dollars over the RFQ requested minimum insurance of one million dollars.

Qsource acknowledges receipt of Addendum 1 and 2 pertaining to the above referenced RFQ.

The following persons are authorized to negotiate on behalf of Qsource in connection with this proposal:

Dawn M. FitzGerald
Chief Executive Officer
Phone: 615.574.7250
Fax: 615.244.2018
dfitzgerald@qsource.org

Craig Hofer
Chief Financial Officer
Phone: 901.273.2647
Fax: 901.273.2695
chofer@qsource.org

As Chief Executive Officer, I am authorized by our Board of Directors to sign this proposal on behalf of Qsource. I would be happy to answer any questions or provide any additional information you may need. Thank you for your consideration of this proposal.

Sincerely,

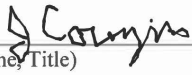
A handwritten signature in blue ink, appearing to read 'Dawn M. FitzGerald'.

Dawn M. FitzGerald, MS, MBA
Chief Executive Officer




Qsource's Designated Contact and Certification and Signature are included in the first two pages. The [Addendum Acknowledgment](#) is included on p. 3 and Qsource's [references](#) are included on p. 6.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

 EQRO Director
(Name/Title)
John Couzins, EQRO Director
(Printed Name and Title)
49 Music Square West, Suite 402, Nashville, TN 37203
(Address)
Phone: 615.491.7673 Fax: 615.244.2018
(Phone Number) / (Fax Number)
jcouzins@qsource.org
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Qsource
(Company)
 Chief Executive Officer
(Authorized Signature) (Representative Name, Title)
Dawn M. FitzGerald, Chief Executive Officer
(Printed Name and Title of Authorized Representative)
July 24, 2019
(Date)
Phone: 615.574.7250 Fax: 615.244.2018
(Phone Number) (Fax Number)

Revised 01/24/2019

Instructions to Vendors Submitting Bids

Qsource has reviewed the vendor instructions and is in compliance with these instructions:

1. **Review Documents Thoroughly:** Qsource has reviewed solicitation documents for this CRFQ.
2. **Mandatory Terms:** Qsource understands the mandatory terms of this solicitation.
3. **Pre-Bid Meeting:** Qsource's representative attended mandatory Pre-Bid Meeting 7/17/19 and signed attendance sheet.
4. **Vendor Question Deadline:** Qsource submitted questions by the deadline of 7/19/19.
5. **Verbal Communication:** Qsource considers only information in writing and added to this solicitation via an official written addendum as binding.
6. **Bid Submission:** Qsource submitted its bid electronically through wvOASIS.
7. **Bid Opening:** Qsource submitted its bid prior to the bid opening time and date of 1:30 PM ET on 7/25/19.
8. **Addendum Acknowledgment:** Qsource's signed addendum acknowledgment is included on p. 3 in this response.
9. **Bid Formatting:** Qsource typed and electronically entered bid information.
10. **Alternate Model or Brand:** Qsource has bid no alternate model or brand.
11. **Exceptions and Clarifications:** Qsource has marked no exceptions, clarifications, or other proposed modifications in its bid.
12. **Communication Limitations:** Qsource has not communicated with the State of West Virginia or any of its employees regarding this solicitation.
13. **Registration:** Qsource is registered with the West Virginia Purchasing Division and all fees are up to date.
14. **Unit Price:** Qsource acknowledges that unit prices shall prevail.
15. **Preference:** Qsource has no vendor preference request.
 - a. **Reciprocal Preference:** Qsource has no reciprocal preference request.
16. **Small, Women-Owned, or Minority-Owned Businesses:** Qsource has no preference request for this business certification.
17. **Waiver of Minor Irregularities:** Qsource acknowledges the Director's right to waive minor irregularities.
18. **Electronic File Access Restrictions:** Qsource's submission via OASIS includes no encrypted or password-protected files.
19. **Non-Responsible:** Qsource acknowledges the Director's right to reject the bid of any vendor deemed Non-Responsible and also asserts Qsource's ability to fully perform the activities in this solicitation with the integrity and reliability to ensure good-faith performance.
20. **Acceptance/Rejection:** Qsource acknowledges that the State may accept or reject any bid in whole or in part.
21. **Your Submission Is a Public Document:** Qsource acknowledges that its entire response to this solicitation and any resulting contract are public documents.
22. **Interested Party Disclosure:** As required by West Virginia Code § 6D-1-2, Qsource will submit a disclosure of interested parties to the contract on the form prescribed and approved by the WV Ethics Commission prior to contract award.
23. **With the Bid Requirements:** Qsource acknowledges the bid requirements.



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ BMS190000005

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Qsource _____
Company

Dawn H. FitzGerald _____
Authorized Signature

July 24, 2019 _____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

General Terms and Conditions

Qsource agrees with all 44 general terms and conditions listed in this solicitation:

1. Contractual Agreement
2. Definitions
3. Contract Term; Renewal; Extension
Term Contract
4. Notice to Proceed
5. Quantities
*Open End Contract
Service*
6. Emergency Purchases
7. Required Documents
License(s)/Certifications/Permits
 - *CHC/CPHQ (project manager)*
 - *QIO*
8. Insurance
Commercial General Liability
9. Workers' Compensation Insurance
10. [Reserved]
11. Liquidated Damages
12. Acceptance
13. Pricing
14. Payment in Arrears
15. Payment Methods
16. Taxes
17. Additional Fees
18. Funding
19. Cancellation
20. Time
21. Applicable Law
22. Compliance with Laws
23. Arbitration
24. Modifications
25. Waiver
26. Subsequent Forms
27. Assignment
28. Warranty
29. State Employees
30. Privacy, Security, and Confidentiality
31. Your Submission Is a Public Document
32. Licensing
33. Antitrust
34. Vendor Certifications
35. Vendor Relationship
36. Indemnification
37. Purchasing Affidavit
38. Additional Agency and Local Government Use
39. Conflict of Interest
40. Reports
41. Background Check
42. Preference for Use of Domestic Steel Products
43. Preference for Use of Domestic Aluminum, Glass, and Steel
44. Interested Party Supplemental Disclosure



Specifications

Qsource acknowledges and understands the Purpose and Scope and Definitions for this solicitation.

Qualifications

3.1 Qsource is a federally designated Quality Improvement Organization recognized by the Centers for Medicare & Medicaid Services.

3.2 Qsource is an External Quality Review Organization as set forth in 42 *Code of Federal Regulations* 438.354.

3.3 Qsource has 19 years of experience performing EQR activities for a State Medicaid managed care program.

3.4 Qsource submits the following three references for this bid submission:

Qsource References				
Contract Name	EQR TennCare Contract		EQR FHKC CHIP Contract	Healthcare Data
State	Tennessee		Florida	Wisconsin, Washington, Idaho, Utah, Oregon, Kentucky, South Carolina, and Missouri
Medicaid, Medicare, CHIP, and/or Commercial	Medicaid & CHIP		CHIP	Medicaid, Medicare, CHIP, & Commercial
Contract Begin Date	10/1/2005 & 10/1/2015		1/1/2018	11/1/2010
Contract End Date	9/30/2015 & 9/30/2019		12/31/2020	11/30/2018
Area of Contract	Statewide		Statewide	National
Compensation Under Contract	Fix-fee		Fix-fee	Fix-fee
Services Provided	EQR services		EQR services	HEDIS audits
Contract Manager(s)	Karly Campbell	Beth Wolf	Lindsay Lichti	Paul Ackroyd
Contact Phone	615.507.6902	615.507.6913	850.701.6105	717.458.0554
Contact Email	karly.campbell@tn.gov	elizabeth.wolf@tn.gov	lichtil@healthykids.org	pjackroyd@HDCdata.com

3.5 Upon contract award, Qsource will assign a Quality Improvement Director to serve as Project Manager with at least five years of EQRO State Medicaid experience and current designation as either Certified in Healthcare Compliance (CHC) or a Certified Professional in Healthcare Quality.

3.6 Upon contract award, Qsource will identify necessary personnel and support staff to complete the requirements of this solicitation.



Mandatory Requirements

Qsource asserts its relevant experience with and capability to perform all EQRO and other requested contract activities:

- ◆ Systems Performance Review
- ◆ Validation of Performance Measures
- ◆ Development and Validation of Performance Improvement Projects
- ◆ Encounter Data Validation
- ◆ Quarterly Analysis of Reports of Pre-Service Denials, Appeals, and Grievances
- ◆ Annual Technical Report
- ◆ Technical Assistance
- ◆ Additional Deliverables
- ◆ Ad Hoc Services