



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
HHR70058

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER
304-558-0067

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
VARIOUS LOCALES AS
INDICATED BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/07/2007				

BID OPENING DATE: **05/24/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1 1. QUESTIONS AND ANSWERS FROM MANDATORY PRE-BID MEETING ARE ATTACHED. 2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. END OF ADDENDUM NO. 1						
0001	1	YR		948-42		
TOBACCO CESSATION QUITLINE SERVICES						
***** THIS IS THE END OF RFQ HHR70058 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum -** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

1. Part 3.2.1 – Please clarify if, in year one, it is required that Medicaid be billed using the CMS 1500 billing criteria.

A: As per Part 3.2.1. " The vendor shall be readily able to bill Medicaid using CMS 1500 (or other designated Federal) billing criteria."

2. Part 3.2.6 – Please clarify what it meant that the Quit Line evaluation is to be conducted by a sub-vendor, at the vendor's cost.

A: Please make the following change to Part 3.2.6.

Delete the sentence: "Quitline evaluation is to be conducted by an independent sub-vendor, at the vendor's cost, to verify tobacco use status and measure client satisfaction."

Insert: "Quitline evaluation to verify tobacco use status and measure client satisfaction, is to be conducted by the vendor or sub-contractor at the vendor's cost."

3. Part 3.2.7 – Please outline the State's expectations regarding content required on the web-based cessation and information service. Does the State want the current site to be replicated if a new vendor is selected, or does the State have requirements in addition to information available at the current site?

A: The web-based tobacco cessation information service should replicate the current site information.

4. Part 3.2.8.3.4 – Please clarify that when the State requires that "100% of self-help materials should be sent within one day of registration" that sending within one business day.

A: Self-help materials are to be mailed within one day of registration or the next business day.

5. Part 3.2.8.4.4 – Please define what the State intends by requiring counselors to be trained in "Emotional Intelligence".

A: Counselors must be able to perceive, assess, and manage the emotions of one's self, of others, and of groups.

6. Part 3.2.8.5.4 - Is it acceptable for the vendor to send only electronic copies of reports with the invoices?

A: Electronic copies of reports are acceptable.

7. Part 3.2.8.6 – A number of the required reports includes information that is not collected as a part of the Minimum Data Set outlined by the North American Quitline Consortium. Is the list outlined in the RFP open for discussion? If not, is the list comprehensive and inclusive of all reports that West Virginia will need its vendor to provide?

A: The list is fairly comprehensive and inclusive for DTP purposes.

8. Part 3.2.8.8 – May we assume that the State will provide the vendor with information about available community resources for the referral database?

A: Yes.

9. Part 3.2.8.11.3 - How many mystery shoppers do you anticipate will call in during the first contract year?

A: Initially, there will be several per month, and then will vary thorough out the year.

10. Part 3.2.8.12.1 – Please clarify who is responsible for the evaluation of services provided to Medicaid members, is it the vendor? Is this the same as what is stated in Part 3.2.6?

A: Yes. It is the same as what is stated in Part 3.2.6.

11. Part 3.2.8.12.1 – Is the evaluation for the Medicaid population intended to be a census or random sample survey of those Medicaid members who enroll?

A: Evaluation is to be a random sample survey of those Medicaid members enrolled in the cessation program.

12. Cost Proposal (page 20) – Eligibility Verification. Please clarify what is required to be eligible for DTP services, other than being uninsured as reported by the caller.

A: Generally, a West Virginia driver's license is the standard identification requirement.

13. Cost Proposal (page 20) – Please further define what the State would like the bidder to provide regarding a "formula for non-compliant attempts on 2nd and 3rd calls".

A: "Formula for non-compliant attempts" is deleted. The cost sheet identifies the call the number of calls.

14. Cost Proposal (page 20) – Please clarify that if a DTP-eligible participant exceeds 4 calls the vendor can bill for additional (ad hoc) calls, or is the State saying that the vendor can only bill for a total of four completed calls (regardless of whether they are scheduled or ad hoc). Should vendors should include a price for ad hoc calls.

A: For DTP, the vendor should include a price for potential ad hoc calls.

15. Cost Proposal (page 20) – In Section B, the heading is Medicaid/Other Insurance. To clarify, Medicaid is providing services for Medicaid members only and the DTP is providing services for the uninsured only, correct?

A: Correct.

16. Regarding the affidavit: Is it correct to assume that the State as well as the vendor agrees to confidentiality as required by the affidavit, except as required or permitted by HIPAA?

A: Correct.

17. Is it correct to assume the selected vendor will have an opportunity to discuss contract terms with the State, including the BAA?

A: Usually, the Request for Proposal and the Vendor's Response to the Request for Proposal are used to produce a final contract document without further. All general terms and conditions stated herein, have been approved by the Purchasing Division and the State Attorney General's Office. Should a vendor propose alternate terms and conditions for the final contract document; this must so indicated in the Technical response to the Request for Proposal and identified as an alternate.

18. The WVDHHR *Federal Program Participation Acknowledgement, Authorization, Consent, and Release* Form appears to be intended for individuals. Is there a similar form that corporations should complete?

A: At the present time, there is no other form. Your company can issue a written statement that "company is not excluded, currently debarred, suspended, or otherwise ineligible to participate in federal health care programs or in the federal procurement or non-procurement programs."

19. What is the current Quitline budget? Do you expect this to change for the 07-08 fiscal year?

A: The funding sources for the program services are considered to be sufficient. This is a competitive bidding situation and to provide this information may deter competitive pricing. DTP's current Purchase Order is EHP70400.

20. Your 2006 Progress Report for the WV Division of Tobacco Prevention states: " During FY06, there were 40,770 calls to the WV Quitline. " The Cost proposal on page 20 of the RFP shows 3,330 for eligibility verification for the Division of TPPS, and 3,800 for eligibility verification/enrollment for the Medicaid and Other Insurance Program. Does the 40,770 include all calls (inbound and outbound) and therefore explain the difference in the 2 call volumes?

A: DTP 40,770 includes all calls both inbound and outbound

21. Can you please explain the member and eligibility authentication for both Medicaid and DTP verification?

A: DTP – must be a resident of WV and fall into one of the special population categories as mention in Section II, D on page 17 of the RFP.

22. Is the Quitline vendor responsible for any marketing of the Quitline?

A: No.

23. Do you provide and update a resource for the vendor to provide " linkage with available health plan coverage for tobacco dependence treatment and/or referral to community-based services, if desired and available " ?

A: DTP- yes

24. Please explain your current NRT program and if you expect the program to remain the same.

A: DTP – expect the program to remain the same. For eligible enrollees, eight weeks of NRT patches, gum or lozenges. Mailed from the quitline in four week increments.

25. Please describe the mechanism(s) that the Medicaid office uses for verification of eligibility (i.e., is a web portal available to access the information).

A: Vendor can telephonically confirm with WV Medicaid.

26. What is the expected date to go live/have contract executed?

A: Still hoping for July 1st, 2007, but will likely be August 1st (2007) at the earliest.

27. Is there a budget cap?

A: The budget (as per the RFP) for DTP is adequate at this time.

28. In Part IV, section IV (Cost Proposal) it states: "the vendor may make revisions to the cost sheet to reflect their program, but must maintain original formatting." Our costs are based on cost recovery of actual services provided for the counseling program. Will the State accept a fee for counseling enrollment, or do you require costs to be broken out per session, i.e., First Counseling Call, Second Counseling Call, etc?

A: DTP expects a set fee for service for each enrollee, each counseling session, and each mailing of NRT.

29. Would the State accept evaluation services provided by the Bidder if the staff, training and management operate independently and separately from the Quitline and counseling staff?

A: DTP = yes

30. What is the source of funding (i.e., will federal funds be utilized)?

A: DTP = State funds with the potential of Federal Funds being available.

31. With respect to callers under age 18, does the State require that parental and/or physician consent be obtained prior to providing counseling?

A: DTP = yes

32. Please clarify the level of information required in the monthly reports referenced in 3.2.8.5.4 (i.e., individual level or aggregate).

A: DTP = # of callers; # of enrollees;

33. Part 1.19.14 indicates that the vendor is required to bill HHR or multiple HHR agencies. Please clarify the entities that the vendor will be billing.

A: The Division of Tobacco Prevention and Medicaid are the only two entities that the vendor will bill for services.

34. Regarding the affidavit: Is it correct to assume that the State as well as the vendor agrees to confidentiality as required by the affidavit, except as required or permitted by HIPAA?

A: DTP – *Correct.*

35. Is it correct to assume the selected vendor will have an opportunity to discuss contract terms with the State, including the BAA?

A: The Request for Proposal and the Vendor's Response to the Request for Proposal are used to produce a final contract document. Should a vendor consider or propose alternate terms and conditions for the final contract document; this must so indicated in the Technical response to the Request for Proposal.

36. The WVDHHR *Federal Program Participation Acknowledgement, Authorization, Consent, and Release Form* appears to be intended for individuals. Is there a similar form that corporations should complete?

A: At the present time, there is no other form. Your company can issue a written statement that "company is not excluded, currently debarred, suspended, or otherwise ineligible to participate in federal health care programs or in the federal procurement or non-procurement programs."

37. In Part 3.2.8.12.1, What is the Medicaid requirement for "addition to routine monthly and year-to-dateset reporting? What is additional or would it be the same as the DTP requirement in Part 3.2.8.12.2?

A: Monthly routine reporting would be the number of calls received, clients enrolled, and general reporting data for monthly activity for DTP and Medicaid. Medicaid would like to have the same reporting format as DTP.

38. What is the annual marketing budget for both the DTP and Medicaid WV Quitline?

A: Both programs are adequately funded to support the services specified. We do not provide budget information because this is a competitive bidding situation and we are seeking to obtain the best value of services at the least cost.

39. On the Cost Sheet, page 20, Section A. 1. is identified "Eligibility Verification" and in Section B.1 is identified as "Eligibility Verification /Enrollment". Should Section A.1 be identified as "Eligibility Verification /Enrollment"?

A: Yes.

40. In the 2006 Progress Report, there are some large numbers for telephone inquiries.

A: Telephone inquires consists of both in-coming and out-going calls.

41. In your Medicaid enrollment specifications, the vendor is to confirm the clients Medicaid status. How is the vendor to confirm Medicaid status? Is there a computer link?

A: Vendor can telephonically confirm with WV Medicaid.

42. In the DTP Program, the vendor is required to verify clients identification. What do require to confirm client's identification?

A: Normally, a WV driver's license is used. However, there are clients without a driver's license. Then, we may use utility bills, student identification, or other identification.

43. If a driver's license is not used, must the client mail or fax the proof of identification to Vendor?

A: Yes

44. Is the vendor expected to participate in the marketing of the Quitline services?

A: No.

45. Is there a linkage to the local community services that provide tobacco cessation programs?

A: Yes – The Quitline identifies community services.

46. In Part 4.1 – C. The vendor is to explain the NRT program. What is the differences between the Medicaid and the DTP programs?

A: Essentially, the Medicaid does not dispense NRT medication. Medication is dispensed via a prescription provided by the health care provider to the client. DTP does dispense NRT medications.

47. Callers that are 18 years of age or less, do you require parental consent be obtained?

A: The DTP program requires parental consent.

48. Part 3.2.8.5.4 What is the level of report required for the monthly report?

A: Monthly report should be basic as to the number of calls, enrollments, number of 1st, 2nd and 3rd time callers, and etc.

End of Addendum #1

PURCHASING CONTINUATION SHEET

Buyer: ... RW-#22	Page 008	Req. or P.O. No.: HHR70058
Spending Unit:		

Vendor:

Requisition No.: HHR70058

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

No. 1 _____

No. 2 _____

No. 3 _____

No. 4 _____

No. 5 _____

I understand that failure to confirm the receipt of the addendum(s) may be cause for rejection of bids.

Signature

Company

Date