



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

Solicitation

| |
|----------|
| NUMBER |
| BMS14056 |

| |
|------|
| PAGE |
| 1 |

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

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

HEALTH AND HUMAN RESOURCES
 BUREAU FOR MEDICAL SERVICES
 ROOM 251
 350 CAPITOL STREET
 CHARLESTON, WV
 25301-3709 304-558-1737

| |
|--------------|
| DATE PRINTED |
| 10/02/2013 |

BID OPENING DATE: 10/16/2013

BID OPENING TIME 1:30PM

| LINE | QUANTITY | UOP | CAT NO. | ITEM NUMBER | UNIT PRICE | AMOUNT |
|------|----------|-----|---------|---|------------|--------|
| | | | | ADDENDUM NO. 1 | | |
| | | | | ADDENDUM IS ISSUED: | | |
| | | | | 1. TO PROVIDE RESPONSES TO VENDORS' QUESTIONS REGARDING THE ABOVE SOLICITATION. QUESTION AND ANSWER PAGES ARE ATTACHED. | | |
| | | | | 2. TO PROVIDE ADDENDUM ACKNOWLEDGEMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN THE DISQUALIFICATION OF YOUR BID. | | |
| | | | | ***** END OF ADDENDUM NO. 1 ***** | | |

| | | |
|-----------|-----------|-----------------------------------|
| SIGNATURE | TELEPHONE | DATE |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE |

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



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| 0001 | 1,898 | EA | | 961-60 | | |
| | | | | CALENDAR YEAR 2012 HEDIS SURVEY | | |
| 0002 | 1,898 | EA | | 961-60 | | |
| | | | | CALENDAR YEAR 2013 HEDIS SURVEY | | |
| ***** THIS IS THE END OF RFQ BMS14056 ***** TOTAL: | | | | | | |

| | | | |
|-----------|------|-----------------------------------|------|
| SIGNATURE | | TELEPHONE | DATE |
| TITLE | FEIN | ADDRESS CHANGES TO BE NOTED ABOVE | |

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

SOLICITATION NUMBER: BMS14056
Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

1. To provide responses to Vendors' question.
2. To provide Addendum Acknowledgement.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

BMS 14056
NCQA HEDIS Survey Vendor to Administer the CAHPS Survey 5.0H Adult Medicaid Questionnaire

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|---|---|---|
| 1. | (page 4, section 6) (page 18, section 3) | Is our assumption correct that for a vendor to respond, only Exhibit A: Pricing Page needs to be returned as this is a Cost Bid Type (page 4, section 6)? Or should a technical proposal response also be submitted to show that we meet the minimum qualifications (page 18, section 3)? | <p>Yes. Pricing Page must be returned. Technical response is not required.</p> <p>Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and:</p> <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |
| 2. | | Is there an incumbent contractor? If yes, what is the incumbent firm? | No. |
| 3. | | Will the responses be kept confidential? | Please refer to number 40 in the general terms and conditions. |
| 4. | | Regarding the quantity of sample members: NCQA allows sampling in increments of 5% for HEDIS CAHPS surveys. A 40 percent oversample on an adult Medicaid population would be 1890 sample members, which is 8 fewer than indicated in the requirements. | No. |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|--|--|
| 5. | | <p>Will 1890 be an acceptable sample size?</p> <p>Regard the submission of reports: we do not believe it is feasible for the state to receive reports 120 days from contract award, as stated in 4.1.16. This is based on our experience fielding HEDIS CAHPS surveys for hundreds of samples every year. In addition to 81 days of fielding required by NCQA, there are several steps in the process including preparation of materials, sampling, processing disenrollment files, data cleaning, data submission, and report preparation, and the quality assurance of each of those processes. We would like to submit our standard HEDIS CAHPS timeline to demonstrate this. Will proposals that do not precisely conform to this aspect of the timeline be considered noncompliant?</p> | <p>Yes. This a RFQ not a RFP therefore there is nothing to propose.</p> |
| 6. | 4, second paragraph | <p>The RFP states the Vendor shall submit one original technical and one original cost proposal plus ___ convenience copies of each . . . (the blank has not been filled in). How many convenience copies does the State require of the technical proposal? Of the cost proposal?</p> | <p>There is no technical proposal.</p> <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |
| 7. | 21, 4.1.10 | <p>Please confirm the total sample size across all populations will be 1,898. In other words, one sample of 1,898.</p> | <p>Per RFQ Requirement 4.1.10 this is correct.</p> |
| 8. | 5, 4.1.16 | <p>Based on the explanation in the RFP, it appears that all CAHPS results should be</p> | <p>No. This a RFQ not a RFP therefore there is nothing to propose.</p> |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|---|--|
| | | provided to the State 120 days after contract award. However, in order to adhere to NCQA protocol and allow sufficient time for survey preparation and data analytic and reporting activities, this time frame will likely need to be greater than 120 days. Would it be acceptable if the vendor proposed a new timeline in the proposal with a corresponding rationale? | |
| 9. | 19, 4.1.4 | Do you have a sample report from a prior year you can share? | No. |
| 10. | 20, 4.1.8 | Does the State want to include additional supplemental items to the standard CAHPS 5.0H survey instrument? If so, how many? | No additional supplemental items will be added. |
| 11. | n/a | Is there a standard format organization for the proposal submission that the State prefers that bidders use? If so, would you please provide? If not, does the State want the following included in the submission: <ul style="list-style-type: none"> • references • specific experience examples • resumes | There is no proposal submission. Must submit sample report please refer to Section 4.1.4 |
| 12. | | Do we understand correctly that WV DHHR will be fielding one Adult Medicaid sample of 1,898 cases in each of two years? | Yes. |
| 13. | | Will results be submitted in either year to NCQA? | Both years. |
| 14. | | Is fielding within the HEDIS timeline mandatory? | Yes. |
| 15. | | Is there a language flag in the sample frame | No, language field will be utilized in the |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|---|--|
| | | (to use to determine the language for the mail materials)? | Sample Frame. Requirement 4.1.5 and 4.1.6 address English and Spanish surveys. |
| 16. | | Do you wish to have a sample report submitted with our proposal? | Yes per Requirement 4.1.4. Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and: <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) The number of convenience copies was left off in error. Should include 5 convenience copies, but not required. |
| 17. | | Do you wish to have pricing for mixed mode (mail plus telephone) AND mail only? | No per Requirement 4.1.9. |
| 18. | | Item 4.1.12 indicates that survey results will be calculated for two groups – 18-64 and 65+. Will there be oversampling for the 65+ to ensure enough cases among the completes for result presentation? | There will be no oversampling for the 65+ age group. |
| 19. | | The pricing page (Exhibit A) asks for pricing for 'Calendar Year December 2012 – November 2013' and then for Calendar Year December 2013 – November 2014. Could | The Calendar Year was determined by the Adult Medicaid Quality Grant years: December 2012 – November 2013 December 2013 – November 2014 |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------|---|--|
| | | you clarify the first calendar year? | |
| 20. | | In the bid instructions, Item 6, the paragraph asks for '...one original technical and one original cost proposal plus _____ convenience copies of each....' How many convenience copies would you like to have? | <p>Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and:</p> <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |
| 21. | | Under Item 17, Payment: 'payment in advance is prohibited'. We typically invoice 30-50% upon contract execution to cover the cost of the paper and postage for the mailings. Would this be acceptable under the standard terms of the WV DHHR Contract? | No. |
| 22. | | Are vendors required to show proof of licensing in the state of West Virginia with their proposals? | No. License only required if awarded. |
| 23. | | <p>Page 1 of the RFP refers to "Calendar Year 2012 HEDIS Survey" and "Calendar Year 2013 HEDIS Survey".</p> <p>Can you please confirm this should be referring to "2014" and "2015" respectively?</p> | <p>No, the dates of the Surveys are correct as listed:</p> <p>First Survey = Measurement Year 1/1/2012 - 12/31/2012. Second Survey = Measurement Year</p> |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|--|--|
| 24. | | <p>On Page 4 the vendor is asked to submit one original Technical proposal and one original cost proposal and then, next to bid type only cost is checked.</p> <p>Are you requiring the vendors to submit a proposal replying to the required specifications (Technical Proposal), or simply complete the Pricing Page – Appendix A?</p> | <p>1/1/2013 - 12/31/2013.</p> <p>Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and:</p> <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |
| 25. | | <p>Page 19, item 4.1.4, states “vendor shall provide a sample report previously conducted by the vendor for CAHPS”.</p> <p>Should this sample report be included in our proposal submission or supplied during the contracting phase?</p> | <p>Yes, per Requirement 4.1.4 submit with the response.</p> |
| 26. | | <p>Page 19, item 4.1.6, states “Spanish speaking enrollees shall be provided a toll free telephone number to request the survey in Spanish”.</p> <p>Can the vendor conduct the survey over the telephone? Or does this require sending a Spanish mail survey to the requesting member?</p> | <p>No, telephone survey will be conducted. A Spanish version of the survey should be sent to the member if requested.</p> |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------|--|--|
| 27. | | <p>Page 21, item 4.1.11, states “The vendor shall collect a minimum of 411 completed questionnaires for the population selected by the Agency in the sample data file. Of the 411 completed questionnaires received, the vendor must collect a total of 100 responses to each question in the survey”.</p> <p>Has West Virginia conducted this survey in the past? If yes, what was the plan’s prior response rate and how many members were selected to achieve this? Were any Spanish surveys requested? If so, how many?</p> | No. |
| 28. | | <p>Since this is a RFQ, should we just submit a cost proposal? Should we include a technical proposal? Do we need to send a signed contract and BAA with the proposal? We are trying to identify what all must be submitted, in addition to:</p> <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) | <p>Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and:</p> <ul style="list-style-type: none"> a. Pricing Page b. Proof of NCQA Certification c. Sample Report d. Vendor Preference Certificate e. Purchasing Affidavit f. Certification and Signature Page g. Addendum Acknowledgement Form (if applicable) <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |
| 29. | | Is there an electronic copy of the RFQ you could supply so that we can complete the required forms electronically? | No. |
| 30. | | Will data need to be submitted to NCQA? | Yes. |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|---|--|
| 31. | | There is an apparent contradiction between items 4.1.5 and 4.1.6. Surveys are to be in English, but Spanish speaking enrollees are to be enabled to request a survey in Spanish. Does this indicate that Spanish language surveys should also be printed, and that price included in the bid? | <p>The survey shall be sent in English.</p> <p>A Spanish version of the survey should be sent to the member if requested.</p> <p>Cost for this should be included in your bid quotation but not as a separate line item.</p> |
| 32. | | Also, if a Spanish survey is requested at the end of the data collection window, does this imply that the window should be extended? This may affect the overall timeline | No. |
| 33. | | What is the incidence of Spanish speaking enrollees? | No, prior year survey data is available to answer this question. |
| 34. | | Does WV want to add any custom questions as permitted by the NCQA protocol? This would add cost, but could greatly increase the value of the data | No, additional supplemental items will be added. |
| 35. | | What timeline can WV commit to in terms of providing sample? | Within 30 Business days of contract award. |
| 36. | | What is the expected contract award date? | We estimate Nov 1, 2013 at this time. |
| 37. | | Regarding item 4.1.12, do you have minimum desired quotas for the two age groups? This could affect total sample requirements by adding a need to oversample, also adding cost. If you have quotas, what is the incidence of each age group? | <p>No minimum desired quota for the two age groups.</p> <p>Total surveys requested 1898 includes an oversampling of 15%. No additional oversampling will be required.</p> <p>Of those returned we will report in the</p> |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|---|--|
| | | | two age groups. |
| 38. | | You have specified that you are in need of 1898 surveys to be completed. Does this number include any oversampling you want conducted? | Total surveys requested 1898 includes an oversampling of 15%. No additional oversampling will be required. |
| 39. | | Your expectations of the vendor partner who wins this is to collect 411 completed surveys. That is only 22% response. Is that the level WV is looking for? | Our expectation of the vendor partner who wins this is to collect a minimum of 411 completed surveys. |
| 40. | | You specify that this project is 'mail only.' We typically use the phone to follow-up on survey work. In the event that the response is less than the desired 411, would the vendor rely solely on traditional mail methods like postcards, etc.? | Mail Only. |
| 41. | | <p>Instructions to Vendors, Item #6, Bid Submission</p> <p>a. Please confirm that no technical proposal is required.</p> <p>b. Are electronic submissions acceptable? If not, will you require any courtesy copies of the proposal?</p> | <p>There is no technical proposal.</p> <p>Since this is a RFQ, the only thing the vendor is required to submit is their cost bid and:</p> <p>a. Pricing Page</p> <p>b. Proof of NCQA Certification</p> <p>c. Sample Report</p> <p>d. Vendor Preference Certificate</p> <p>e. Purchasing Affidavit</p> <p>f. Certification and Signature Page</p> <p>g. Addendum Acknowledgement Form (if applicable)</p> <p>The number of convenience copies was left off in error. Should include 5 convenience copies, but not required.</p> |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------|--|---|
| 42. | | The bottom of the first page seems to indicate that we need to sign and return that page as part of our response. Is this correct? If so, could you please provide a copy of the document in Word or other fillable electronic format, or a clean copy of that page. | Original signature on First page does need to be signed and returned and that is the only copy available. |
| 43. | | Instructions to Vendors, Item 9, Bid Formatting - states that vendors should "electronically enter the information onto its bid." Could you please provide the Pricing Page in Excel or other fillable electronic format. | No. |
| 44. | | Specifications - We'd like clarification regarding Spanish surveys. Item 4.1.5 indicates that the survey will be conducted in English, but item 4.1.6 suggests that a Spanish survey should be available for request. If this is correct, is the vendor responsible for administration of the Spanish survey, and what percentage of the sample population is estimated to request a Spanish survey? | <p>The survey shall be sent in English.</p> <p>A Spanish version of the survey should be sent to the member if requested.</p> <p>Yes the vendor is responsible for administration of the Spanish survey.</p> <p>The percentage of the sample population that may request a Spanish Survey is unknown.</p> |
| 45. | | Specifications - Item 4.1.10 indicates that the minimum sample number is 1,898. Is there a maximum number anticipated? | No. |
| 46. | | Specifications - Item 8 discusses travel. Is there any travel anticipated with this contract, such as an in-person presentation of the results? | <p>Yes, as follows:</p> <ul style="list-style-type: none"> • Kickoff for Project • Walkthrough of Final Deliverable/Results |

| Number of Questions | RFQ Section/ Page/ Paragraph | Question | BMS Response |
|---------------------|------------------------------------|---|---|
| | | | |
| 47. | | Specifications, Pricing Page - the period of performance for survey 1 is Dec. 2012-Nov. 2013. If the award is not until October 2013, following NCQA HEDIS protocol, administration will extend past November 2013. Could you please clarify the timetable for both survey administrations. | No the dates of the Surveys are correct as listed: First Survey = Measurement Year 1/1/2012 - 12/31/2012. Second Survey = Measurement Year 1/1/2013 - 12/31/2013. |

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: BMS14056

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 type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input 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 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.

Company

Authorized Signature

Date

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

Revised 6/8/2012