



Solicitation Addendum

Solicitation Number: 30-190465-DHB

Solicitation Description: External Quality Review Organization Services

Solicitation Opening Date and Time: June 28, 2019 at 2:00 PM ET

Addendum Number: 7

Addendum Date: June 21, 2019

Purpose of Addendum: Department's Response to Offerors' Questions

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NOTIFICATIONS AND INSTRUCTIONS:

1. RETURN ONE PROPERLY EXECUTED COPY OF THIS ADDENDUM WITH RESPONSE. FAILURE TO SIGN AND RETURN THIS ADDENDUM MAY RESULT IN THE REJECTION OF OFFEROR'S PROPOSAL.
2. FOLLOWING ARE QUESTIONS RECEIVED FOR THE SOLICITATION AND THE DEPARTMENT'S RESPONSE TO THE QUESTIONS.
3. CAREFULLY READ, REVIEW, AND ADHERE TO ALL DEPARTMENT RESPONSES IN THIS ADDENDUM.



Question #	Citation	Vendor Question	Department's Response
1	V.5 Assessment of Compliance with Medicaid Managed Care Regulations, page 48	The state's response to question #54 indicates that a comprehensive review will occur once every three years and partial reviews will occur in the intervening years. The response to question #100 indicates that a comprehensive review will occur annually. Please clarify.	In Addendum 3, the response to Question #100 is updated as follows: See response to Question #54.
2	V.14 Conduct Studies that Focus on an Aspect of Clinical or Non-Clinical Services at a Point in Time, page 53	The state's response to question #136 refers the bidder to the response to question #91. Per the response to question #91, it is understood that the performance measures will not include hybrid measures. Please confirm that depending upon the topic selected, the focused studies may require a hybrid approach, i.e., medical record review.	The performance measures will not include hybrid measures. The Department will work with the Contractor on focused studies' approach(es) after Contract award.
3	V. Scope of Work & Requirements, page 67	The state's response to question #9 indicates that the Project Director must have a minimum of five (5) years of project management	See Addendum 8.

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		experience with PMP certification. Will the state accept 10+ years of project management experience on projects of similar size and complexity in lieu of the PMP certification?	
4	Q&As, Addendum 4, Multiple	Question #65 suggests that Addendum 4 was to remove Item b in Attachment B #15, but the duplicate item is still present. Similarly, Question #140 suggests that Addendum 4 was to correct Item d in Attachment B #11 to change the reference from PIP validation to the conduct of survey activities; however, that item has not changed. Should we make the corrections to the form ourselves, or leave the prompts as they are?	See Addendum 8.
5	General	Given the extensive revisions to the RFP and substantial Q&As, would the Department consider extending the proposal submission deadline by an additional week?	Addendum 4 extended the date to submit proposals to June 28, 2019.
6	II.E.3.iii, page 13	Question #36 states that we are to "return the entire body of the RFP as issued with the	See Addendum 3, Question #46.

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		<p>execution page signed, all addenda issued and signed where indicated, and all attachments and forms unfilled." Please confirm that we are to include the entire body of each addendum, unfilled and signed, in addition to the entire body of the RFP, unfilled and signed. For example, is our proposal to include the original Attachment B, the first amended version of Attachment B, the second amended version of Attachment B, and a completed copy of the second amended version of Attachment B, all in their entirety?</p>	
7	II.E.3, page 13	<p>Does the list under Item 3 represent the Department's preferred order of our proposal components? If so, what should be included in Section xv, since it overlaps with Sections iv-xiv? If this is not the preferred order, please clarify the order of the items that are to be included in our technical proposal.</p>	See Addendum 3, Question #46.

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8	Addendum 6, page 3	This page of the addendum revises Attachment B: Technical Proposal, Question #18. However, it appears that this content is identical to what was already included in Addendum 4. Please clarify.	Addendum 6 corrected the enumeration in subsection b. of Question #18.
9	v. a5, page 48	Vendor would like to confirm that North Carolina requires a comprehensive compliance review annually, rather than triennially as required by the regulations.	See Addendum 3, Question #54.
10	V.A.6, p. 75	Does the Department require an NCQA Licensed Organization to conduct the Protocol 3. Performance Measure Validation.	This was answered in Addendum 3, Question #77. The Department's response is clarified as follows: Yes. The Department requires an NCQA licensed organization to conduct the Performance Measures Validation, which is CMS Protocol 2, not CMS Protocol 3.
11	V.A.11., p. 52	If the Contractor will administer a provider survey: <ul style="list-style-type: none"> - What data collection mode would the Department like to employ? - What is the required sample size for each reporting unit? - Which languages will the survey be required to be administered in? - Will the Contractor need to develop a 	The Department's response to Addendum 3, Question #129, is updated as follows: <ol style="list-style-type: none"> 1. Data Collection will be telephonic and by e-mail. 2. The sample size is not available at this time. 3. The Contractor is responsible for ensuring the survey is administered in both English and Spanish. 4. The Department will provide the survey instrument. 5. The anticipated length of the survey is not available at this time. See Addendum 4.

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Question #	Citation	Vendor Question	Department's Response
		custom survey instrument or will the Department provide an existing survey instrument? - What is the anticipated length of the survey?	

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Execute Addendum 7:

Offeror: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____