



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

REQUEST FOR PROPOSALS
Developmental Disabilities Administration Solicits
(Re-Solicit) Quality Improvement Organization Services (QIO)
MDH-OPASS #21-19004
eMMA# BPM024313 - Issue Date: May 24, 2021

Vendor Questions and Answers #7

1. **Question:** (General) After review of the most recent set of answers to submitted questions, we believe there remains a high likelihood that bidders will interpret the sampling expectations differently. Unless all bidders submit proposals based on the same estimates of volume, the Department will receive significant pricing variability (similar to what occurred during the last bid for this work). We are prepared to ask more clarifying questions, but strongly believe a table that includes review volume (by review type and year) would be the most advantageous way to provide clarity on this matter. Along with 2 other bidders, Liberty brought up this concern during the pre-bid meeting. At that time, the Department confirmed that Maryland would be releasing a table of volumes to bidders. Is it the State still intending to release this table to bidders? We will rather not craft additional clarifying questions for submission if we know this information is forthcoming.

Response: Please see topic specific data in previous answers and Chart 3 - Annual Performance Measure Reviews - FY 21 Projected Sample Universe to view the FY 2021 total sample universe for which the sampling size (e.g., 95% or 100%) would be determined.

2. **Question:** (Question 16 of "Vendor Questions and Answers #3") According to the State's guidance provided in Question 16 of "Vendor Questions and Answers #3," Basic Assurances reviews should be completed in year two; however, it is stated in Section 2.3.7.1.b, "CQL Network Accreditation of the State's System," that Basic Assurances reviews will be conducted annually: "Contractor will maintain adequate staffing levels of CQL certified staff to conduct Basic Assurances® reviews in 25% of DDA providers and approximately 250 POM interviews annually." Can the state confirm this requirement is now changed from conducting reviews annually to conducting reviews in years one and two only?

Response: As soon as the QIO Basic Assurance are certified they will begin Basic Assurance review and those reviews will occur over the course of the 4 years leading up to the Network Accreditation. Year 5 would start a new 4-year accreditation period so that the 25% review of providers would once again begin for each year during the subsequent 4-year accreditation term.



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

3. **Question:** (2.4.4 Deliverable Descriptions)

Several Due Dates reference days following award that conflicts with sections referenced in the table. Please confirm that (per page 6) the Draft Procedure Manual is due within 60 Business Days following the effective date of the Contract. Please confirm that (per page 6) the Final Procedure Manual is due within 120 business days of the effective date of the contract, as stated on page 6. Please confirm that (per page 23) the data system must be functional within 120 business days of the effective date of the contract.

Response: 2.3.1.2.1 The draft procedure of Basic Waiver Assurance and Utilization reviews shall be due to the Contract Monitor within sixty (60) Business Days following the effective date of the Contract. 2.3.1.2.3 The Contractor shall finalize a Procedure Manual to cover scope items within 120 Business Days of the effective date of the Contract. Per Section 2.3.9 Data System for Tracking must be functional within 120 days of the effective date of the Contract.

In addition, Addendum 7-dated 8/9/21 revised Section 2.4.4 Deliverable Descriptions/Acceptance - Deliverables Summary Table - Criteria - 2.3.1.2 Procedure Manual Draft Procedure Manual - Microsoft word document that provides a detailed narrative of the process - Due Date/Frequency - 60 ~~calendar~~ Business days of Award/Once 2.3.1.2 Procedure Manual Final Procedure Manual - Microsoft Word document that provides a detailed narrative of the process. - Due Date/Frequency - 120 ~~calendar~~ Business days of Award/Once.

4. **Question:** (Chart 2) It is understood that the numbers provided in “Chart 2 – Waiver QA PM.pdf” are from FY 2019 (CPW) and CY 2018 (FSW and CSW). Please confirm that these numbers are the estimated number of reviews the selected vendor would be expected to perform each year. Please confirm that submitting vendors who propose to perform less than these numbers will be deemed non-responsive.

Response: These numbers are estimated reviews. The actual reviews will be based on the sampling of the totals associated with each performance measure. For example: Initial level of care determination conducted during the quarter; service plans due during the quarter that were updated, etc. Please see Chart 3 - Annual Performance Measure Reviews - FY 21 Projected Sample Universe to view the FY 2021 total sample universe for which the sampling size (e.g., 95% or 100%) would be determined.

5. **Question:** (Chart 2) Please provide an update to Chart 2 to combine reviews across performance measures and waivers – displaying the total number of each type of review to be completed each year. For example, based on the information provided for Financial Accountability, we would expect to conduct a combined total of 1,853 Financial Accountability Reviews. Having the estimated volume in this format will allow vendors to confirm they have the appropriate level of resources to successfully perform the required reviews.



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

Response: Please see Chart 3 - Annual Performance Measure Reviews - FY 21 Projected Sample Universe to view the FY 2021 total sample universe for which the sampling size (e.g. 95% or 100%) would be determined.

6. **Question:** (Chart 2) Based on the information provided for Qualified Providers, it appears that there was a combined total of 288 reviews completed on newly enrolled waiver providers for the year. Please confirm that DDA enrolled at least 288 new providers over the course of a year. If this is not correct, please clarify the number of reviews to be conducted based (Chart 2).

Response: These numbers reflect the initial enrollment of these new programs. Please note that DDA has approximately 250 total providers that can apply and be certified or licensed to provide one or several of the DDA services. Please see Chart 3 - Annual Performance Measure Reviews - FY 21 Projected Sample Universe to view the FY 2021 total sample universe for which the sampling size (e.g., 95% or 100%) would be determined.

7. **Question:** (Chart 2 – Waiver QA PM) In reference to “Chart 2 – Waiver QA PM,” titled “Annual Performance Measure Reviews,” please confirm that the numbers of newly enrolled non-licensed non-certified waiver providers who meet regulatory and applicable waiver standards prior to service provision are correct. The chart shows 847 for the Community Supports waiver and 817 for the Family Support waiver.

Response: These numbers are correct and reflect the initial enrollment of these new programs. Please note that DDA has approximately 250 total unique providers that can apply and be certified or licensed to provide one or several of the DDA services.

8. **Question:** (Chart 2) With the volume uncertainty and number of questions that are still outstanding, will the Department please consider extending the submission date through August 31, 2021, to allow vendors adequate time to integrate any new information?

Response: The Department has extended the due proposal due date to September 10, 2021, to provide additional time for review on information.

9. **Question:** (Key Information Summary Sheet Addendum #3) Key Information Summary Sheet Addendum #3 -The state has indicated that the deadline for questions is now July 30th at 2 pm EST. Can the department please provide information on the projected amount of time (days) between the time the department issues responses to all questions received prior to the deadline and the due date of August 16th?

Response: The Department has extended the due proposal due date to September 10, 2021, to provide additional time for review on information.



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

10. **Question:** (Questions 28 through 33 of “Vendor Questions and Answers #4) In reference to the State’s standard answer provided in Questions 28 through 33 of “Vendor Questions and Answers #4,” we were wondering if the State intentionally provided the same answer or if this was an oversight for the following questions:
- a) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance: We plan to use a Hybrid Cloud based Solution. May we assume that your local Active Directory will be used for Authentication? We would facilitate the replication of users for Single Sign On (SSO) Functionality with your IT Organization. Put more simply, can we assume the state will manage logins, password changes, and general administration of user’s authentication needs?
 - b) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance, do you currently replicate to an Azure Active Directory Tenant (Office 365, for example)?
 - c) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance, do you currently use any other cloud-based solutions? If so, may we know what those products are?
 - d) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance, how many users do you anticipate using the data system?
 - e) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance, how soon after award do you expect the data system to be operational?
 - f) In reference to Section 2.3.9 Data System for Tracking of Reviews and Provider Performance, is Microsoft Excel a standard tool on the desktop of the anticipated users of the data system?

Response: The State is confirming that the answers to Questions 28-33 of "Vendor Questions and Answers #4 is as follows: As per the reference to Section 2.3.9, the Offeror is to propose a Data System for Tracking of Reviews and Provider Performance. Yes. The State will manage logins, password changes, and general administration of user's authentication needs.