

REQUEST FOR BIDS

Utilization Management/Quality Improvement Organization Consulting Services

Purpose

The Division of Medicaid (DOM) intends to release a Request for Proposals (RFP) in the near future to acquire the services of a Utilization Management/Quality Improvement Organization (UM/QIO) in an effort to safeguard against unnecessary utilization of care and services. Currently, DOM processes prior authorization requests for expanded Early and Periodic Screening, Diagnosis and Treatment (EPSDT) benefits, certain dental and vision services, and prescription drugs utilizing agency staff from the appropriate program areas. DOM envisions that the winning Contractor will conduct staff interviews with employees in the program areas, evaluate the existing system, and perform a gap analysis.

The incumbent UM/QIO is HealthSystems of Mississippi. They perform prior authorization certifications for the following services: inpatient hospital, psychiatric residential treatment facility, durable medical equipment, certain community mental health services, physical therapy, speech therapy, occupational therapy and expanded EPSDT benefits for home health, private duty nursing, orthotics, and prosthetics. The current contract ends December 31, 2012.

DOM is requesting offers from qualified Contractors to provide consulting services to 1) evaluate the feasibility of whether to manage certain prior authorization requests in-house or contract with an outside entity; 2) produce a feasibility study followed by a cost benefit analysis; 3) develop the draft RFP to obtain the services of a UM/QIO; 4) develop the RFP to obtain the services of an Independent Verification & Validation (IV&V) Contractor to perform quality assurance/control functions through the implementation of a new Contractor; and 5) develop a Proposal Evaluation Plan that correlates appropriately to the RFPs. Development of all procurement documents, i.e. RFP's, PEP, etc. will be done in conjunction with DOM's Procurement Office.

The Contractor who wins this award is prohibited from submitting proposals for the UM/QIO or the IV&V RFPs.

DOM envisions that the successful Contractor will complete the UM/QIO RFP by April 1, 2012, with the goal of having the services implemented and operational by a vendor(s) beginning on January 1, 2013.

Scope of Work

DOM is seeking a qualified Offeror who has experience and expertise to perform the services as described below.

1. The Contractor shall provide the following services which include but are not limited to:
 - a. Evaluate the prior authorization programs housed within DOM;

- b. Provide a feasibility study followed by a cost/benefit analysis of the recommended solution;
 - c. Draft the RFP to secure the services of one or more UM/QIO(s) necessary to manage outsourced prior authorization needs;
 - d. Draft the RFP to secure the services of a IV&V contractor;
 - e. Draft a Proposal Evaluation Plan as necessary to correspond with the each RFP, using their knowledge and expertise to ensure that the evaluation process is fair and defensible.
2. The Offeror must propose an adequate level of qualified staff to ensure the successful completion of the project. The proposed individuals should possess the necessary skills and experience for the roles they are filling. Resumes must be included in the bid.
3. The Offeror must fully describe how they would undertake this project (approach, strategy, and plan) providing sufficient detail to ensure that DOM recognizes the Offeror understands of the scope, complexity and intent of the project. For the bid response, Offeror must provide DOM with examples of recent work products that are reflective of the Offeror's work quality such as a sample (redacted) feasibility study, cost benefit analysis, comparable RFPs and associated evaluation plan that were produced by some of the proposed project staff.
4. The Offeror must include a staffing plan and preliminary work/plan schedule in the bid.
5. The Contractor must have the expertise necessary to guide DOM through this strategic procurement, ensuring that each RFP is unbiased and specific enough to achieve DOM's goal of acquiring prior authorization program that is technologically advanced, functionally and technically sound and that will meet all federal requirements.
6. The amount payable by DOM to the Contractor under this contract shall be on a deliverables/milestone basis. Upon approval of each deliverable or milestone identified as a payment, Contractor shall submit an invoice and progress report to DOM for payment. Such invoice shall provide a description to sufficiently support payment by DOM. The cost of this contract is expected to be less than \$99,500.
7. The Contractor will provide written status reports to DOM's Deputy Administrator for Health Services on a regular basis to be agreed upon at project initiation. All reports must be produced using the Microsoft Office Suite of products and Microsoft Project.
8. The Contractor will work with DOM's Deputy Administrator for Health Services at project initiation to finalize the proposed project plan, project schedule, statement of work, reporting requirements, etc.
9. All findings, documentation, and other deliverables under this contract will become exclusive property of DOM. Any termination of consulting services will result in the project team using all deliverables to secure proposals from alternate consultants.

Authority

This RFB is issued under the authority of Title XIX of the Social Security Act as amended, implementing regulations issued under the authority thereof and under the provisions of the Mississippi Code of 1972 as amended. All prospective contractors are charged with presumptive knowledge of all requirements of the cited authorities. The submission of a valid executed proposal by any prospective contractor shall constitute admission of such knowledge on the part of each prospective contractor. Any proposal submitted by any prospective contractor which fails to meet any published requirement of the cited authorities may, at the option of DOM, be rejected without further consideration.

Medicaid is a program of medical assistance for the needy administered by the states using state appropriated funds and federal matching funds within the provisions of Title XIX and Title XXI of the Social Security Act as amended.

In addition, Section 1902 (a) (30) (A) of the Social Security Act requires that State Medicaid Agencies provide methods and procedures to safeguard against unnecessary utilization of care and services and to assure “efficiency, economy and quality of care.”

Terms of the Contract

The successful bidder will enter into a contract with DOM for a term of up to twelve months commencing on or about February 15, 2012. At the discretion of DOM, the contract may be terminated with or without cause, at any time upon the giving of 24-hour advance written notice to the other party.

Restrictions of Communications with DOM staff

From the issue date of this RFP until a Contractor is selected and the contract is signed, Offerors and/or their representatives are not allowed to communicate with any DOM staff regarding this procurement except the RFP Issuing Officer, Melanie Wakeland.

For violation of this provision, DOM shall reserve the right to reject any proposal.

Bid Submission Requirements

Responses from bidders to this RFB may be mailed or hand delivered under sealed cover to the address as follows:

Melanie Wakeland, Procurement Officer
Division of Medicaid
Walter Sillers Building, Suite 1000
550 High Street

Jackson, Mississippi 39201-1399

Offeror is responsible for ensuring that proposals are delivered in the required manner by the required time and at the required location. Offeror assumes all risks of delivery. Responses sent to DOM by fax or email will be accepted with a hard copy original received within two business days.

All bids must be received by DOM by 3 p.m. CST on February 10, 2012 whether delivered by mail or hand delivered or sent electronically. Any bids received after this date and time will be rejected and returned unopened to the bidder.

DOM reserves the right to request necessary amendments from all bidders, reject any and all bids received, or cancel this RFB, according to the best interest of DOM. Where DOM may waive minor irregularities as determined by DOM, such waiver shall in no way modify the RFB requirements or excuse bidders from full compliance with the RFB specifications and other contract requirements if the bidder is successful.

DOM reserves the right to exclude any and all non-responsive bids from any consideration for contract award. DOM will award the contract to the bidder whose bid is responsive to the solicitation and is determined by DOM to be most advantageous to DOM in price, quality, and other factors considered. DOM reserves the right to award the contract to a bidder other than the lowest price bidder when it can be clearly demonstrated to the satisfaction of DOM that award to the low bidder would not be in the best interest of DOM and the State of Mississippi.

Bid Amendments and Withdrawal

Prior to the bid due date, a submitted bid may be withdrawn by the submitting bidder if that bidder submits a written request for its withdrawal to DOM, signed by the bidder. A bidder may submit an amended bid before the due date for receipt of bids. Such amended bid must be a complete replacement for a previously submitted bid and must be clearly identified. DOM will not merge, collate, or assemble bid materials.

Unless requested by DOM, no other amendments, revisions, or alterations to bids will be accepted after the proposal due date.

Bid Responses

Written bids shall be in the form of a standard business letter on letterhead of the proposing company and shall be signed by an individual authorized to legally bind the Offeror. The bids must contain, at a minimum, the following information:

1. A bid describing the services offered;
2. A statement of price to include a maximum cost not to exceed \$99,500;
3. Terms and Conditions required to be in the final contract; and
4. Name, address, and telephone number of the Offeror.

Bid Evaluation

A comprehensive, fair, and impartial evaluation of bids received in response to this RFB will be conducted. DOM will determine if each bid is sufficiently responsive to the RFB. Each bid that is incomplete will be declared non-responsive and will be rejected with no further evaluation. DOM reserves the right to waive minor variances or reject any or all bids. DOM reserves the right to request clarifications from all bidders. The bidder must provide a sufficiently detailed response demonstrating that the bidder considered all requirements and developed a specific approach to meeting each requirement. Bids will be evaluated on government experience, price, and ability to meet the agreed upon timeframes. Bids shall provide a description of the bidder's experience with governmental entities, including any description of the bidder's experience in developing care coordination services.