



MISSISSIPPI DIVISION OF
MEDICAID

REQUEST FOR PROPOSALS

Recovery Audit Contractor

RFP #20161027

MAGIC RFx #3120000934

Contact:

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Procurement Officer

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Due Dates

Questions & Letter of Intent

E-MAIL or MAIL or HAND DELIVERY

5:00 PM Central Daylight Time, Friday, November 18, 2016

Answers Posted to Internet

www.medicaid.ms.gov/resources/procurement

5:00 PM Central Daylight Time, Friday, December 2, 2016

Sealed Proposals

MAIL or HAND DELIVERY ONLY

5:00 PM Central Daylight Time, Friday, December 9, 2016

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1.0 SCOPE OF WORK

1.1 PURPOSE

The State of Mississippi, Office of the Governor, Division of Medicaid (DOM) issues this request for proposals (RFP) from responsible contractors for Medicaid Improper Payment Recovery Services to identify and facilitate recovery of improper payments made by DOM and the Managed Care Organizations (MCOs). The proposed service must support Medicaid fee-for-service (FFS) claims. Contracts may be awarded to one or more Contractors for specific recovery activities. Offerors may propose solutions and rate for each type of recovery as determined by the Offeror.

All payments for validated overpayments will be on a contingency fee basis. Contingency fee rates may not exceed the maximum Medicare Recovery Audit Contractor (RAC) rate published by the Centers for Medicare and Medicaid Services (CMS). Underpayments will be paid on a flat fee basis equal to the same percentage rate identified for overpayments; however payments under this contract shall not exceed actual amounts recovered.

The successful Offeror(s) shall be proficient in performing medical payment error risk assessments, using efficient methods for claims error detection including computer algorithms to identify payment anomalies, handling large volumes of data, understanding control systems and weaknesses, overpayment recovery, etc.

Section 306 of the Medicare Prescription Drug Improvement and Modernization Act of 2003 (MMA), directed the Department of Health and Human Services (DHHS) to conduct a three-year demonstration program using RAC. The purpose of the demonstration program was to determine whether the use of RACs would be a cost-effective way to identify and correct improper payments in the Medicare FFS program. Section 302 of the Tax Relief and Health Care Act of 2006 made the RAC program permanent, and required the expansion of the Medicare RAC program nationwide by no later than 2010. The Patient Protection and Affordable Care Act (PPACA) Sec. 6411(a), to be codified as amended in sections of 42 U.S.C § 1396a, directed the expansion of the RAC Program to Medicaid.

CMS published a final rule on September 16, 2011, for the Medicaid RAC Program established by the PPACA in 2010. 42 CFR § 455, Subpart F, Medicaid Recovery Audit Contractors Program, implemented Section 1902(a)(42)(B) of the Social Security Act. These provisions require States to establish RAC programs. States contract with RACs to audit Medicaid claims and to identify improper payments (underpayments and overpayments) and recover overpayments. Medicaid RACs shall be supplemental to Medicaid Program Integrity efforts already underway and should not duplicate or interfere with processes being conducted by DOM. Some of DOM's ongoing recovery efforts include medical and utilization reviews; fraud and abuse investigations; claims audits; and audits of cost reports.

1.2 Procurement Overview

The following timetable is the estimated and anticipated timetable for the RFP and procurement process:

Table 1: RFP and Procurement Timetable

Date	Process
October 27, 2016	Public Release of RFP
November 18, 2016	Deadline for Letter of Intent and Written Questions
December 2, 2016	Response to Questions Posted
December 9, 2016	Proposal Deadline
December 12, 2016	Evaluation of Technical Proposal
January 10-11, 2017	Oral Presentations
January 13, 2017	Evaluation of Business Proposal
January 18, 2017	Executive Review and Award
April 1, 2017	Contract Start

1.2.1 Mandatory Letter of Intent

The Offeror is required to submit a written Letter of Intent to Bid. The Letter of Intent is due by 5:00 p.m. CDT, November 18, 2016, and should be sent to:

Matthew Nassar
Procurement Officer
Division of Medicaid
Walter Sillers Building
550 High Street, Suite 1000
Jackson, Mississippi 39201
Email: matthew.nassar@medicaid.ms.gov

The Letter of Intent shall be on the official business letterhead of the Offeror and must be signed by an individual authorized to commit the Offeror to the work proposed. Submission of the Letter of Intent shall not be binding on the prospective Offeror to submit a proposal. However, an Offeror that does not submit a Letter of Intent by 5:00 p.m. CDT, November 18, 2016, will not thereafter be eligible for the procurement.

Prior to November 18, 2016, all RFP amendments will be sent to all organizations that request an RFP and will be posted on DOM's procurement Website, <https://medicaid.ms.gov/resources/procurement/>. After November 18, 2016, RFP amendments will only be distributed to Offerors that have submitted a Letter of Intent.

1.2.2 Procedure for Submitting Questions

Questions may be submitted using the Question and Answer template found at <https://medicaid.ms.gov/resources/procurement/>. Written answers will be available no later than 5:00 PM CST,

Friday, December 2, 2016, via DOM's procurement Website, <https://medicaid.ms.gov/resources/procurement/>. Questions and answers will become part of the final Contract as an attachment. Written answers provided for the questions are binding.

Questions should be sent to:

Matthew Nassar
Procurement Officer
Division of Medicaid
Walter Sillers Building
550 High Street, Suite 1000
Jackson, Mississippi 39201
Email: matthew.nassar@medicaid.ms.gov

1.2.3 Proposal Submission Requirements

Proposals must be in writing and must be submitted in two (2) parts: 1) Technical Proposal; and 2) Business Proposal. The format and content of each proposal are specified in Sections 5 and 6, respectively, of this RFP.

Technical Proposals for the RFP must be submitted in three-ring binders with components of the RFP clearly tabbed. An original and five (5) copies of the Technical Proposal under sealed cover and an original and three (3) copies of the Business Proposal under separate sealed cover must be received by DOM no later than 5:00 p.m. CDT, on December 9, 2016. The Offeror must also submit one (1) copy of the Technical Proposal and one (1) sealed Business Proposal copy on CD in a single document in a searchable Microsoft Word or Adobe Acrobat (PDF) format.

Offerors shall also submit one (1) full copy of the Technical Proposal in a single document in a searchable Microsoft Word or Adobe Acrobat (PDF) format through MAGIC. Do not include pricing data in any section of the MAGIC submission or entry page. MAGIC is the State of Mississippi's Accountability System for Governmental Information and Collaboration. Registering as a supplier with the State of Mississippi allows businesses to register for upcoming RFX #3120000934 opportunity notifications by the products they supply, search the system for upcoming RFXs, respond to a RFX # 3120000934 electronically, and receive purchase orders by email. In order to register, please go to the following website: <http://www.dfa.ms.gov/dfa-offices/mrms/mississippi-suppliers-vendors/supplier-self-service/>.

Any proposal received after this date and time will be rejected and returned unopened to the Offeror. Proposals should be delivered to:

Matthew Nassar
Procurement Officer
Division of Medicaid
Walter Sillers Building
550 High Street, Suite 1000
Jackson, Mississippi 39201

The outside cover of the package containing the Technical Proposal shall be marked:
RFP # 20161027
Technical Proposal
(Name of Offeror)

The outside cover of the package containing the Business Proposal shall be marked:
RFP # 20161027
Business Proposal
(Name of Offeror)

As the proposals are received, the sealed proposals will be date-stamped and recorded by DOM. The Offeror is responsible for ensuring that the sealed competitive proposal is delivered by the required time and to the required location and assumes all risks of delivery. A facsimile proposal will not be accepted. Each proposal must be signed in blue ink by an official authorized to bind the Offeror to the proposal provisions. Proposals and modifications thereof received by DOM after the time set for receipt or at any location other than that set forth above will be considered late and will not be considered for award.

1.3 PROJECT OVERVIEW

1.3.1 Major Tasks

The objective of the Contractor is to identify instances of improper payments made to Medicaid providers by DOM and/or the MCOs in order to maximize successful recoveries, deter provider billing errors, and prevent fraud, waste, and abuse in the Mississippi Medicaid program. Additionally, the Contractor will identify vulnerabilities within the Mississippi Medicaid program that will help prevent future improper payments from occurring by suggesting improvements. Offerors should propose a solution to identify incorrect payments with limited State staff support. Offerors should propose the following:

1. Various methods and scenarios for Identification of Medicaid improper payments;
2. Processes for validating improper payments identified, including providing assistance in resolving claims disputes;
3. System for tracking and reporting of identification, verification, and recoupment processes; and,
4. Reporting mechanism of Medicaid overpayments to be collected by DOM based on Contractor identification and verification.

Each of these major tasks must be accomplished and presented separately. The Contractor must demonstrate the accuracy and validity of each step.

Requirements of this RFP and possible resulting contracts are subject to future changes by CMS. Offerors are encouraged to propose innovative solutions to meet or exceed the requirements of the RFP. All proposals must

be consistent with current Mississippi Medicaid policies and limitations for covered services, provider types, State Plan benefits, and Federal and State law.

1.3.2 Non-Duplication of Effort

In accordance with 42 C.F.R. § 455.508, proposed solutions shall not audit claims that have already been audited or that are currently being audited by another entity. To ensure non-duplication of effort, Contractor services shall not include claim reviews and recovery efforts performed by or in process by DOM staff, other DOM contractors, or other entities, such as the Office of the Inspector General (OIG), CMS Medicaid Integrity Group, CMS Medicaid Integrity Contractors, Mississippi Attorney General's Office Medicaid Fraud Control Unit (MFCU), CMS Medi-Medi Program, Department of Justice (DOJ), United States Internal Revenue Service (IRS), MCOs and Federal Bureau of Investigation (FBI). The Contractor will be required to cooperate with DOM and other entities. All instances of potential or actual fraud shall be reported to the DOM Office of Program Integrity, within seven (7) calendar days, utilizing the Credible Allegation of Fraud Referral Forms as provided by Program Integrity. Case files shall be returned to DOM and Contractor efforts shall cease upon DOM's request.

1.3.3 Excluded Improper Payments

DOM will use multiple methods to identify what providers and claims should not be considered for audit. Claims that are excluded or currently suppressed should not be included in audits. The Contractor will receive electronic exclusion/suppression list(s), when necessary, from the Office of Program Integrity of providers they are to exclude from their audits. Suppressed claims are not available for review for a certain time period because of involvement with another audit, review, or investigation. Suppressed claims may be available for a RAC review after the suppression is removed. Excluded claims have already been audited or reviewed by another entity. Exclusions are permanent and the claims will never be available for a RAC review. The Contractor shall not attempt to identify improper payments arising from any of the following:

1. Claims of providers under investigation;

The Contractor shall NOT attempt to identify any overpayment or underpayment for those providers known to be under investigation by law enforcement, including MFCU, OIG, DOJ, the FBI, or any other law enforcement entity where pursuit of an improper payment may jeopardize the criminal investigation.

2. Claims previously reviewed and/or subjected to audit; or
 - a. The Contractor shall NOT attempt to identify any overpayment or underpayment for providers whose claims have been subjected to a formal audit by DOM or any law enforcement agency.
 - b. The Contractor shall NOT attempt to identify any overpayment or underpayment for claims that have been recovered from a third party through DOM's third party liability (TPL) contractor.
3. Medicare Crossover claims (payments for co-insurance and deductible).

1.4 IDENTIFICATION

1.4.1 Audit Plans

The Contractor shall identify issues for audit that are likely resulting in improper payments to providers. For each identified issue, the Contractor must develop an audit plan detailing the issue resulting in improper payments, how improper payments will be identified, and a defined audit period. The audit plan must be submitted to, and approved by, DOM before any work may begin. The Contractor shall identify improper payments only during the defined audit period, which may not exceed a maximum three-year claims look-back period from the date the claim was filed in accordance with 42 CFR § 455.508, unless a different time period is authorized by DOM.

The Contractor's audit plan shall describe in detail each claim identification process. The audit plan shall outline the various computer algorithms, predictive modeling and any other methods used for identification of improper payments. The Contractor is to present evidence of primary patterns identified and effectiveness of methods, including cost benefit analysis. The Contractor must also provide a Program Vulnerability Report within thirty (30) calendar days of the contract start date and contract end date.

The Contractor shall identify specific improper billing practices, notify providers of improper billing practices (see section 1.5.5 below), and recommend changes to prevent future improper payments. The Contractor shall ensure that processes are developed to minimize provider burden to the greatest extent possible when identifying improper payments. This may include, but is not limited to; ensuring audit parameters are refined to selecting only those claims with the greatest probability of improper payments. The Contractor shall provide expert support for correct payment principles and best practices.

In order to ensure non-duplication of effort and to maximize cost effectiveness, the work plan shall describe in detail the method of coordination with other entities. DOM reserves the right to modify the work plan, including time frames, mining criteria, exclusion of certain provider types, and exclusion of certain claim types.

1.4.2 Work Plan

Work plans shall be submitted for DOM approval for each calendar quarter during the contract period. Work plans should be submitted no later than thirty (30) calendar days prior to the beginning of each quarter. DOM will return the approved or modified work plan within fifteen (15) calendar days of receipt from the Contractor.

1.4.3 Adjustment Process

When partial adjustments to claims are necessary, the Contractor should down code the claim whenever possible. The Contractor will only be paid a contingency payment on the difference between the original claim paid amount and the revised claim paid amount. If the Contractor plans to use sampling and extrapolation methods they must explain this process as part of their proposal.

1.5 VERIFICATION OF IDENTIFIED IMPROPER PAYMENTS

1.5.1 Verification Result Document

The Contractor shall develop electronic and manual procedures for verifying the accuracy of identified improper payments. The Contractor shall document verification process procedures in an electronic manual. When completed, the Contractor shall present, for DOM approval, the full verification process and result document for each verified improper payment within thirty (30) calendar days post award.

The verification result document shall include the original identification work plan, the verification process related to this work plan, proof of the overpayment, and source authorities used to determine the validity of improper payments.

DOM will utilize the Mississippi Administrative Code in approving or rejecting the Contractor's identification work plans and verification results.

1.5.2 Provider On-Site Audits

The Contractor shall complete a minimum of two (2) CMS acceptable provider-site audits per contract year. DOM, at its sole discretion, may waive the minimum requirement. The Contractor shall present a listing of candidates for provider site audits to DOM within ninety (90) days of contract execution. Audit candidates shall be selected by DOM and may include candidates not on the listing presented by the Contractor. Additional provider on-site audits may be conducted by mutual agreement of DOM and the Contractor.

1.5.3 Clinical Review

It may be necessary for the Contractor to obtain medical records and perform a clinical review in order to sufficiently verify the improper payment. The Contractor must accept provider submissions of electronic medical records on CD/DVD, via facsimile or other secure means of transfer at the providers' request. Clinical, medical, and utilization reviews of entities furnishing items and services for payment must be conducted by certified clinicians/physicians as required by State and Federal regulations. Recovery Auditors shall complete their complex reviews and notify providers of overpayment findings within sixty (60) calendar days from receipt of the medical record documentation unless granted an extension by DOM. In accordance with Miss. Code Ann. § 41-83-31, no determination adverse to a patient or to any affected health-care provider shall be made on any question relating to the necessity or justification for any form of hospital, medical or other health-care services without prior evaluation and concurrence in the adverse determination by a physician licensed to practice in Mississippi.

1.5.4 Claim Audit Findings

1. Rationale for Findings

The Contractor shall ensure the Mississippi Administrative Code section utilized in making an audit determination is applicable at the time the services are rendered. For applicable guidelines, refer to the

Mississippi Administrative Code, Title 23, located on the DOM website <https://medicaid.ms.gov/providers/administrative-code//>. The Contractor shall document the rationale for the audit determination. This rationale shall list the audit findings, including a detailed description of the Administrative Code section that was violated and if the violation resulted in an improper payment. Because these decisions can be appealed, it is important the rationale be extremely clear and concise.

If an issue is brought to the attention of DOM by any means and DOM instructs the Contractor on the interpretation of any Mississippi Administrative Code section and/or Federal and State regulations, the Contractor shall abide by DOM's decision.

2. When the Contractor reviews a claim, it may make any or all of the determinations listed below.

a. Coverage Determinations

The RAC may find full or partial overpayment exists if the service is not covered and had not been prior authorized (i.e., it fails to meet one or more of the conditions for coverage listed below.) In order to be covered by Medicaid, a service must:

1. Be included as a covered service as described in the Mississippi Administrative Code; and,
2. The Contractor and providers must adhere to Federal and State medical necessity standards. Medical necessity criteria and guidelines are specifically outlined in the Mississippi Administrative Code, Title 23, Part 200, Chapter 5, Rule 5.1, Medically Necessary. Medical necessity reviews are performed only in complex cases where an automated review does not render a verification of overpayment.

b. Coding Determinations

The Contractor may find that an overpayment or underpayment exists if the service is not correctly coded (i.e., it fails to meet one or more of the coding requirements listed in the International Classification of Disease (ICD)-9, ICD-10, Coding Clinic, Healthcare Common Procedure Coding System (HCPCS), Current Procedural Terminology (CPT), or CPT Assistant) and the findings results in a monetary discrepancy.

c. Other Determinations

The Contractor may determine that an overpayment or underpayment exists if the claim was paid twice (i.e., duplicate claim), lack of eligibility at the time of payment, non-covered services, or was paid incorrectly.

d. Failure to Provide Requested Records

The Contractor may find a claim to be an overpayment if requested records are not received within forty-five (45) calendar days of the date of the medical record request letter. If a provider

refuses to provide requested records, DOM will retract the full amount of the claim and the Contractor will receive the appropriate contingency fee.

1.5.5 Notice to Providers

1. In compliance with Mississippi Administrative Code, Title 23, Part 305, Chapter 1, upon completion of the audit, the Contractor, at its own expense, shall send a certified letter to providers informing them of both the preliminary and final audit results. At the time of mailing the letters, the Contractor shall supply an electronic record of the same data to the Office of Program Integrity. The Contractor may communicate electronically with the provider if the provider agrees to accept electronic communication and the Contractor is able to have a receipt or other evidence of delivery of the electronic communication. The Contractor **MUST** compile and maintain current provider approved addresses and points of contact.
2. Each letter template shall be reviewed and approved by DOM prior to implementation.
 - a. Preliminary Findings Letter
 - i. The preliminary findings letter shall clearly identify the potential discrepancies and document nationally recognized references and/or specific DOM rule violations for each discrepancy.
 - ii. The preliminary findings letter shall include the Transaction Control Number (TCN) of each claim with discrepancies.
 - iii. The letter shall explain that the provider has twenty (20) calendar days from the date of receipt of the letter to submit additional documentation regarding the potential discrepancies and identify how providers can send written or electronic requests for rebuttal prior to a final determination (e.g., U.S. mail, communications via the provider portal, web conferencing, telephonic conferences, etc.).
 - b. Second Notice Letter
 - i. After twenty (20) calendar days, if the provider has not responded to the preliminary findings letter, the Contractor, at its own expense, shall send a certified letter to advise unresponsive providers that they have five (5) additional calendar days to submit any information related to the audit before a final decision.
 - ii. The letter should reference the TCNs, repeat communication methods for contacting the Contractor for rebuttal, and note a lack of response will result in a negative finding and recoupment of the full amount of the claim.
 - c. Final Findings Letter

- i. Within sixty (60) calendar days of the preliminary findings letter, the Contractor, at its own expense, shall issue a final findings letter by certified mail.
 - ii. The final findings letter shall inform the provider of the amount identified as an improper payment for each TCN and include a statement that DOM shall pursue measures of recovery including, but not limited to, offsetting future payments.
 - iii. The Contractor shall inform the provider of the opportunity to request an Administrative Hearing. Letters shall clearly identify the time for making a hearing request and identify pertinent rules as outlined in the Mississippi Administrative Code, Title 23, Part 300, Appeals.
3. The provider may utilize the Contractor's rebuttal process to communicate disagreement with preliminary findings. Upon request by the provider, the Contractor must perform a case review to validate their findings within forty-five (45) calendar days of receiving the rebuttal request from the provider. Any adjustments to preliminary findings by the Contractor must be communicated with the provider.

1.6 TRACKING AND REPORTING REQUIREMENTS

1.6.1 Case File Maintenance

The Contractor shall maintain a case file for every improper payment identified. This case file shall include all documentation concerning the improper payment, including description of all processes followed by the contractor, copies of all correspondence, and a log of all conversations held with the provider or other individuals or on behalf of the provider, including complaints. The case file must be electronic. The Contractor shall have the capabilities to scan any paper case file received. The case file shall be easily accessible and made available within forty-eight (48) hours of DOM's request. At DOM's request or no later than fifteen (15) calendar days after contract termination, the Contractor shall turnover to DOM all case files in accordance with DOM instructions. The Contractor shall not destroy any supporting documentation relating to the identification or recovery process.

The Contractor shall maintain a secure tracking system that provides live up-to-date information on all cases. The Contractor shall allow system access via the internet to DOM staff or any designated agents working on its behalf for audit purposes. The system should track at the minimum the following information:

1. Dates and statuses of identified improper payments;
2. Dates and types of provider communications;
3. Dates and types of provider education;
4. Identification numbers for each case file and claim; and,
5. Other corresponding documentation (e.g., Transaction Control Number).

1.6.2 Reporting and Contractor Invoices

Contractor invoices must be supported by data maintained in the tracking system. Invoices must be verified and approved by DOM in order to authorize payment.

DOM will use the following reports from the Contractor data:

1. A report of all potential and outstanding improper payments for the month;
2. A report of all identified and verified claims and amounts for the month;
3. A report of all demanded claims and amounts for the month by DOM, which Contractor will incorporate in report; and,
4. A report of all collections for the month by DOM, which Contractor will incorporate in report.

These reports will be available for download. Discrepancies must be notated along with supporting documentation. DOM will review data and invoices submitted by Contractor, and reimburse based on actual collections/recoveries.

1.6.3 Reporting Requirements

The Contractor shall be required to provide, at a minimum, the following types of electronic reports. The Offeror may make recommendations concerning additional reporting requirements.

1. Initial Assessment

An initial assessment, due thirty (30) calendar days post-award, of DOM's current landscape; development of a vision for future activities through 2020; identification of specific actions to be considered for implementation to reach future goals. This report shall be included as part of the final reporting phase.

2. Monthly Meetings/Conference Calls

At DOM's request, a meeting shall take place in person at the Central Office of DOM. The meeting shall discuss the progress of work, evaluate any problems, discuss findings, and discuss plans for immediate next steps of the project and process improvements. The Contractor shall be responsible for setting up the meetings, preparing an agenda, documenting the minutes of the meeting, and providing any other supporting materials as needed. Meeting summaries for all meetings held with DOM shall be provided to the Office of Program Integrity within five (5) business days from the date of the meeting.

3. Monthly Audit Plan Progress Reports

The Contractor shall produce and distribute monthly administrative progress reports outlining all work accomplished during the previous month. The reports should specify benchmarks, problems, and proposed solutions. These reports shall be due to the Office of Program Integrity by the

fifteenth (15th) calendar day of each month following the month in which services were provided. At a minimum, these reports should include the following:

- a. Complications completing any task;
- b. Upcoming provider outreach efforts;
- c. Process improvements to be completed by the Contractor;
- d. Update of what vulnerability issues are being reviewed in the next month, including how issues were identified and what potential issues cannot be reviewed because of potentially ineffective policies;
- e. Results of call center audits;
- f. Recommended corrective actions for potential issues; and,
- g. Action items.

4. Monthly status report

- a. The Contractor shall prepare and submit a monthly status report of its findings with respect to the claims audited for each provider during the previous month. Status reports shall be due to the Office of Program Integrity by the fifteenth (15th) calendar day of each month following the month in which services were provided.
- b. Monthly status reports shall include, at a minimum:
 - i. Listing of all open and closed audit cases (Closed cases should reflect the number of days to complete the cases to ensure compliance with provider notification of findings within sixty (60) calendar days);
 - ii. Contractor assigned audit case identifier numbers;
 - iii. Case status;
 - iv. Type of improper payment (underpayment or overpayment);
 1. Report of Overpayments to include total dollar amount identified, number of claims involved, number of providers involved, amounts recovered, percentage of recovery, and coding errors that do not equate to a difference in the payment amount; and,
 2. Report of Underpayments to include total dollar amount identified, number of claims involved, number of providers involved, amounts to be refunded, and percentages.
 - v. Provider names;
 - vi. Specific findings for each provider claim; and,
 - vii. Identify the number and type of letters sent to the providers (e.g., demand, record requests, etc.).

5. Quarterly Financial Report

The Contractor shall produce and distribute quarterly financial reports outlining all work accomplished during the previous quarter. Financial reports shall be due to the Office of Program Integrity by the fifteenth (15th) calendar day of each month following the quarter in which services were provided. At a minimum, the reports shall include the following;

- a. Overpayments identified;
- b. Overpayment collected – Amounts shall only be included if the amount has been collected by DOM;
- c. Underpayments identified;
- d. Underpayments paid back to provider – Amounts shall only be included if the amount has been paid back to the provider by DOM;
- e. Overpayments adjusted – Amounts to be included if a hearing has been decided in the provider's favor;
- f. Claims report – Number of claims reviewed by claim type and provider type; and,
- g. Any report requested by DOM.

6. Annual Reports

- a. The Contractor shall produce and distribute annual reports summarizing work accomplished during the previous fiscal year. Annual reports shall be due to the Office of Program Integrity by the last business day of July following the year in which services were provided. These reports should include a report inclusive of all approved audits in process and completed during the previous year. This report shall consist of an aggregate of all quarterly reports, recommendations by the Contractor for future reviews, changes in the review process, potential system or policy issues or any other findings related to the review of claims for fraud, waste, and abuse.

1.6.4 Final Report

The final report must be submitted electronically at least forty-five (45) calendar days after the contract ends. Specifically, the final report shall provide:

1. All amounts identified and demanded, all amounts collected, and all amounts still outstanding at the end of the contract period;
2. A brief listing of all identification methods or other new processes utilized and their success or failure;
3. A final assessment of the program;
4. An assessment of advantages or disadvantages encountered;
5. Recommendations for future activities; and,

6. An opinion of whether the contract was a success or failure; and provide support for either opinion.

Abstract/summary of the final report shall be submitted four (4) weeks prior to final report due date unless otherwise agreed upon. DOM staff will review materials and provide comments back to the contractor within two (2) weeks, allowing two (2) additional weeks for the contractor to make any necessary revisions. All data files and programs created under this project shall be the sole property of DOM and provided to DOM upon request in the appropriate format.

1.6.5 Reporting Fraud, Waste and Abuse

The Contractor shall provide monthly reports, which clearly identify providers, including all provider numbers (sole practitioners or groups), who appear to have a pattern of fraudulent, abusive, wasteful, erroneous or inappropriate use of Medicaid funds in accordance with Medicaid policy, regulations and statutes. The Contractor shall provide supporting documentation and consultation upon request by DOM. The Contractor shall not provide information to any other agency unless requested by DOM. The Contractor shall not interact with any outside agency unless approved by DOM. These reports shall be due to the Office of Program Integrity by the fifteenth (15th) calendar day of each month following the month in which the suspected fraud was reported.

The Contractor shall report and present information to DOM that identifies any provider or entity alleged to have committed fraud. Information shall include, but not be limited to:

1. All active provider numbers in which an identified provider is billing Medicaid (it is the responsibility of the Contractor to verify the provider is actively billing Medicaid);
2. The name, address, and telephone number with a narrative of the suspected inappropriate billing; and,
3. All associated files.

1.7 RECOUPMENT OF MEDICAID OVERPAYMENTS

DOM will pursue the recoupment of identified overpayments. Following the completion of the audit, the Contractor will notify the provider in writing, as outlined in Section 1.5.5, of the specific claim details and amount owed by the provider, as well as information concerning appeal rights available to the provider.

1.7.1 Adjustment Process

DOM uses recoupment, as defined in 42 C.F.R. § 405.370 to recover a large percentage of all Medicaid provider overpayments. Recoupment is the recovery of any incorrect payments or overpayments made by reducing present or future provider payments and applying the amount withheld to the indebtedness. Overpayments identified by the Contractor and demanded by DOM will also be subject to the existing withholding procedures.

In some cases providers will be instructed to forward refund checks to the appropriate DOM address. If the Contractor receives a refund check, the contractor shall forward the check to the appropriate DOM address, maintaining a front and back copy of the check in the appropriate overpayment case file. The Contractor must maintain a check log which includes the check number, date received and date the check is mailed to DOM.

1.7.2 Repayment through Installment Agreements

In certain cases, DOM, at its discretion, may allow providers to repay amounts through installment plans. DOM shall have the ability to approve installment plans up to twelve (12) months in length.

1.7.3 Compromise and/or Settlement of Overpayment

The Contractor shall not have any authority to compromise and/or settle an identified or possible overpayment. Compromise requests shall be forwarded to DOM's Office of Program Integrity for determination and negotiation. The Contractor shall receive a contingency payment for the portion of principal that was recouped, providing that a demand letter was sent based on the Contractor's identification prior to the compromise and/or settlement offer being received.

1.8 CONTRACTOR PAYMENT

DOM will pay a percentage of all recoveries in accordance with DOM-approved Work Plans and the Contractor's Cost Proposal. Actual recoveries are the overpayment amounts refunded to DOM by the providers, whether by check or through debit adjustment to their Medicaid reimbursement. The Contractor shall propose in its Business/Cost Proposal payment rates for various recovery activities.

Total fees paid to the Contractor include both the amounts associated with overpayments and underpayments. The Contractor will not receive a contingency fee for claims that a Medicaid provider identifies and self-reports as an overpayment due to a self-audit. Claims identified as a result of a self-audit should be forwarded to DOM, Office of Program Integrity for review. Due to statutory limitations, total fees paid must not exceed the amounts of overpayments collected. No specific or lump-sum payment shall be made by DOM for Implementation or Turnover Phase services. Costs for such services shall be encompassed in the Operations Phase.

1.8.1 Payment Methodology

The Contractor shall only receive payments for overpayments identified and actually recovered by DOM and underpayments identified and paid back to providers. All payments for validated overpayments/underpayments shall be paid only on a contingency fee basis as follows:

1. Payment shall not be made on any interest collected;
2. Payment shall not be made on amounts found later to have been originally paid correctly;
3. Payments shall not exceed the amount of recoveries made; and,
4. The contingency fee may be no greater than the maximum fee paid to Medicare Recovery Audit Contractors.

1.8.2 Erroneous Issuance of Compensation

In the event compensation to the Contractor of any kind is issued in error, the Contractor shall reimburse DOM the full amount of erroneous payment within thirty (30) calendar days of written notice or discovery of such

error. If payment is not made within thirty (30) calendar days following notice, DOM may deduct the amount from the Contractor's monthly administrative invoice.

1.8.3 Final Payment and Release

DOM will issue a final payment to the Contractor upon successful completion and acceptance of the described work, services, and the delivery of the required documentation. The Contractor will receive a final contingency payment **only** for overpayment amounts *recovered* plus contingency fees on underpayments discovered that are paid to a provider, not on overpayments or underpayments *identified*.

Upon final payment of the amounts due under this contract, the Contractor shall release DOM, its officers, employees, and the State of Mississippi from all liabilities and obligations whatsoever under or arising from this contract.

Payment to the Contractor by DOM shall not constitute final release of the Contractor. Should audit or inspection of the Contractor's records or provider complaints subsequently reveal outstanding Contractor liabilities or obligations, the Contractor shall remain liable to DOM for such liabilities and obligations. Any overpayments by DOM shall be subject to any appropriate recoupment to which DOM is lawfully entitled. Any payment under this contract shall not foreclose the right of DOM to recover excessive or illegal payments as well as interest, attorney fees, and costs incurred in such recovery.

1.9 SUPPORT DURING THE APPEAL PROCESS AND OTHER CONFLICT RESOLUTION

Medicaid Providers of services are given appeal rights for specified adverse determinations including improper payments identified by the Contractor. DOM has an appeals process sufficient to handle appeal requests related to the Contractor's identification of improper payments, as stated in the Mississippi Administrative Code, Title 23, Part 300, Appeals. DOM reserves the right to decline to pursue collection for overpayments that fail to reach the five thousand dollars and zero cents (\$5,000.00) threshold.

If a provider files an appeal disputing the overpayment determination and the appeal is adjudicated in the provider's favor at any level, the Contractor will not be paid a contingency fee until monies, if any, are recovered. If the Contractor has received payment for an overpayment, and the determination is reversed, at any level, then the Contractor must return the contingency fees associated with that payment to DOM within thirty (30) calendar days of notification from DOM.

The Contractor shall provide support to DOM, or its designee, in defense of the improper payment finding throughout all levels of the administrative appeal and in regards to any other litigation or dispute resolution. This includes providing supporting documentation (including the medical record) with appropriate reference to Medicaid statutes, regulations, manuals, instructions, when requested, and live testimony. The Contractor shall provide assistance and attend in person any hearings associated with the overpayment when requested by DOM.

DOM will notify the Contractor of the appeal request and the outcome of each applicable appeal level.

1.10 PUBLIC RELATIONS, OUTREACH, AND CUSTOMER SERVICE

The initial project plan shall include a section covering provider outreach. DOM will announce the use of the Contractor to the provider community. All other provider/stakeholder education and outreach concerning the use of Contractor will be the responsibility of the Contractor. The selected Contractor will be responsible for performing the necessary provider outreach to notify provider communities of the purpose and direction of the RAC program. The Contractor will discuss issues and answer questions, as appropriate, to assist in the education of the provider community prior to collecting any overpayments for that project. Any presentation and/or written information produced by Contractor for distribution to providers, beneficiaries, and/or other stakeholders shall be submitted to DOM thirty (30) calendar days prior to the planned distribution for review and approval. DOM requires provider education materials be submitted thirty (30) calendar days prior to operations start date and annually thereafter.

Contractor personnel shall attend any provider or stakeholder meetings when requested by DOM. Contractor personnel including the Contractor's project manager shall attend legislative or other governmental staff information sessions when requested by DOM.

The Contractor shall provide a toll-free customer service telephone line which shall be staffed by qualified personnel Monday through Friday during normal business hours from 8:00 a.m. to 4:30 p.m. Central Standard Time (CDT). All Contractor correspondence shall contain the customer service number.

The staff answering the customer service lines shall be knowledgeable of the Medicaid (RAC) program. The customer service staff shall provide professional, prompt, and courteous customer service. Staff shall greet the caller and identify themselves by name when answering, treat all callers with dignity, and respect the caller's right to privacy and confidentiality. All calls shall be recorded and monitored for quality assurance. The Contractor shall provide remote call monitoring capability to DOM personnel. The phone system must notify all callers that the call will be recorded and monitored for quality assurance and program integrity purposes. The Contractor shall retain a written report of contact for all telephone inquiries and supply it to DOM when requested.

The staff shall have access to all Contractor identified improper payments and shall be knowledgeable of all possible recovery methods and the appeal rights of the provider. In the event, the customer service representative cannot satisfy the caller's request, the staff person responsible for that overpayment shall return the call within one (1) business day. The Contractor shall provide a translator or language line, with availability within one (1) business day of the provider's original call.

The Contractor shall utilize a Quality Assurance (QA) program to ensure that all customer service representatives are knowledgeable, respectful to providers, and providing timely follow-up calls when necessary. The Customer Service QA program shall be described in detail in the proposal including a process that outlines how provider complaints are addressed. The QA process shall ensure that all provider complaints are properly followed up and directed to the correct personnel. The Contractor shall audit 10% of call center calls and this audit should be included on the monthly report.

The Contractor shall respond to written correspondence within thirty (30) calendar days of receipt. The Contractor shall provide copies to DOM, of all correspondence indicating displeasure with the Contractor, within ten (10) calendar days of receipt of such correspondence.

The provider outreach plan should include a component on customer service and should be updated with the project plan, as needed. If the customer service plan is determined by DOM to be inappropriate or ineffective DOM may stop work. A “stop work order” would be effective until DOM was satisfied with all improvements made in the customer service area.

1.11 INFORMATION TECHNOLOGY AND SYSTEMS REQUIREMENTS

The Contractor shall have the capacity (hardware, software, and personnel) sufficient to fully manage and report on the program described in this RFP. The Contractor shall provide all personal computers, printers, and equipment to accomplish the services throughout the contract term. The Contractor shall establish and maintain back-up and recovery procedures to meet industry standards. In their proposal response, Contractor shall describe their plan to meet these requirements.

The Contractor shall comply with all DOM privacy and security requirements. The Contractor shall comply with the Health Insurance Portability and Accountability Act (HIPAA) of 1996, as amended.

DOM will provide the Contractor a claims extract file with dates of service April 1, 2014 or later. No claims prior to April 1, 2014 shall be included in audit recovery under this contract. DOM’s standard claim extract file (Appendix D) is available via a monthly feed at no cost.

If more than a monthly feed is necessary, Offeror shall specify a requested frequency of the claims extract file delivery in their proposal. Offeror shall also describe any requested revisions to the standard claims extract file layout that may provide additional data needed to successfully perform their responsibilities defined in this RFP.

Offerors should propose a system that meets or exceeds the functionality defined below and should provide a detailed description of proposed system capabilities in their response.

A. Case Tracking – Provider Web Portal

1. The Contractor will implement a secure, password-protected web-based system for managing cases and tracking audit and review findings. DOM and the Contractor will determine appropriate security constraints for each user access level.
2. Web portal functionality should include, but not be limited to the following:
 - A. Be securely accessible at no additional cost to providers (who are or have been under review or audit by the RAC);
 - B. Be securely accessible by authorized DOM staff at no additional cost;

- C. Allow Providers to securely submit medical records requested by the Contractor via the portal;
 - D. Allow authorized DOM staff to upload documentation via the portal;
 - E. Allow access and view of uploaded documents by Providers and authorized DOM staff;
 - F. Have search functionality within the web portal available to Providers and authorized DOM staff;
 - G. Provide date and time stamping for all provider, DOM and Contractor entries;
 - H. Provide authorized DOM staff view access of all components that were used to identify improper payments, recovery and tracking;
 - I. Allow view access to authorized DOM staff identifying specific claim lines under audit by the Contractor; and,
 - J. Provide view access to each case file for providers and authorized DOM staff including status of review/audit.
3. Each provider case file shall include, but not be limited to:
- a. Claim lines and TCNs for dates of service;
 - b. Copies of provider clinical and administrative records;
 - c. Copies of any correspondence sent or received by Contractor concerning provider case;
 - d. Copies of letters, charts, reports, summaries, certified mail receipts, and other documents created by the Contractor for the case; and
 - e. Appeal hearing documents.
4. Case files must be available for view access through-out the term of the contract.
5. The Contractor shall inform DOM at least ninety (90) days in advance of any changes to information technology systems that would affect the Contractor's ability to fulfill the obligations of this RFP.

B. Compliance with Enterprise Security Policy

The Information Technology (IT) solution proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to comply with same in the event the industry introduces more secure, robust

solutions or practices that facilitate a more secure posture for the State of Mississippi.

The Enterprise Security Policy is available to third parties on a need-to-know basis and requires the execution of a non-disclosure agreement with the Department of Information Technology Services (ITS) prior to accessing the policy. The Vendor may request individual sections of the Enterprise Security Policy or request the entire document.

Instructions to acquire a copy of the Enterprise Security Policy can be found at the following link: <http://www.its.ms.gov/Services/Documents/Security/Instructions%20for%203Party%20Acquiring%20ITS%20ESP.pdf>

1.12 ORGANIZATIONAL CONFLICT OF INTEREST

The Contractor must demonstrate the absence of an actual, potential or apparent organizational conflict of interest. An actual, potential or apparent conflict may exist if a Contractor, through their parent company, subsidiaries or affiliates, has a relationship with a contractor performing claims processing, monitoring, or auditing activities. The Contractor is prohibited from receiving contingency fees on claims processed by affiliates in which improper payments are identified. Offerors shall identify potential sources of conflict of interest and detail their plans to mitigate this conflict.

If DOM becomes aware of a known or suspected conflict of interest, the Contractor will be given an opportunity to submit additional information to attempt to resolve the conflict. A Contractor with a suspected conflict of interest will have five (5) business days from the date of notification of the conflict by DOM to provide complete information regarding the suspected conflict. If determined by DOM that a conflict exists that cannot be resolved to the satisfaction of DOM, the conflict will be grounds for terminating the Contract. DOM may, at its discretion upon receipt of a written request from the Contractor, authorize an extension of the timeline indicated herein.

1.13 QUALIFICATIONS OF OFFEROR

In order to be considered for the contract expected to result from this RFP, DOM requires that interested Offerors **MUST** meet **ALL** the following qualification requirements:

- A. As a legally defined entity, the organization has at least five (5) years of experience working for federal, state, or private industry performing reviews and audits of healthcare providers' claims for the purpose of identifying overpayments and/or underpayments. The experience must include applying their rules, regulations, and/or policies to healthcare claims for the identification of improper payments. The organization must also include their experience in review and audit design, development of review and audit procedures, data manipulation and analysis of data sets, implementation of audit procedures, and validation results;
- B. At least five (5) years of experience in performing data exchanges of claim information with government or private companies;

- C. At least five (5) years of experience in creating and maintaining databases for the purposes of claims tracking;
- D. At least five (5) years of experience administering or participating in an appeal process; and,
- E. At least five (5) years of experience in funds recovery of identified improper payments.

The Offeror shall provide references from all governmental entities with which the Offeror has ever done business or is currently doing business. The Offeror shall employ personnel solely dedicated to this project who have the expertise to address all operations, policy, telecommunications, and data system requirements of the Contract. The Offeror shall employ experienced management and staff and shall possess the necessary equipment to perform all review and reporting functions specifically required in the Contract and required to fulfill the intent of the RAC Program.

The Offeror shall have up-to-date knowledge and understanding of the RAC Program in general, including the requirements of the Mississippi Administrative Code, Mississippi statutes and regulations, and Federal statutes and regulations.

Contractors which do not meet **ALL** the above experience and qualifications will be disqualified from further consideration for contract award.

1.14 STAFFING

The Contractor must provide a detailed Organizational Chart and Staffing Plan that includes the name, title, and duties of each key staff person. In the event that a key staff person is found unacceptable by DOM based on performance of duties and deliverables, the Contractor will be expected to replace that staff person with a different individual who meets the required qualifications, who can able to perform the required duties and shall comply with all contract requirements and deliverables. The Contractor must notify DOM within five (5) business days of learning that any key position is vacant or anticipated to be vacant within the next thirty (30) calendar days. Replacement of any key staff person should be accomplished within thirty (30) calendar days of the position vacancy, regardless of the reason for the vacancy, unless a longer period is approved by DOM.

The Contractor may not make any permanent or temporary changes in key personnel assigned to this Contract without DOM's prior written approval. DOM reserves the right to approve all key staff persons assigned to this Contract prior to the assignment being effective. DOM may impose assessments if any key personnel positions remain vacant for greater than thirty (30) calendar days. If the position is filled without DOM approval, DOM may impose assessments in accordance with Section 4.2 of this RFP.

Prior to diverting any of the specified key personnel for any reason, the Contractor must notify DOM in writing within thirty (30) calendar days, and shall submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the delivery of covered services as described in this RFP. These changes are to be reported when individuals leave or are added to key positions.

An in-person interview with DOM is required at least five (5) business days prior to the proposed start date of assignment of any key staff person to this Contract. Resumes and references must be submitted to DOM for review and approval at least five (5) business days prior to the in-person interview. At least three (3) professional references for each key staff person are required. Resumes must demonstrate that the individual has the educational background and work experience that meet the requirements and support the individual's ability to perform the duties of the position.

The Contractor must provide an updated Organizational Chart and Staffing Plan that identifies each staff person assigned to this Contract and update this Chart and Staffing Plan when there are changes in key personnel.

Staffing levels must be sufficient to complete the responsibilities outlined in this RFP. The Contractor must have all necessary and up-to-date business licenses, registrations, and professional certifications at the time of contracting to be able to do business in Mississippi. The Contractor shall be responsible for assuring that all persons (including but not limited to employees, agents, and sub-contractors) are legally authorized to render services described in the Contract under applicable State laws and/or regulations. The Contractor shall not have an employment, consulting, or any other agreement with a person that has been debarred or suspended by any Federal or state agency, licensing agency or certification board for the provision of items or services related to the entity's contractual obligation to the State.

1.15 KEY PERSONNEL

Offeror should propose key personnel for each type of claims review proposed. Key personnel for program operations must include the following:

1. Project Manager – This key staff person will be the person responsible for implementation of the contract requirements, including all deliverables for this phase. This person must have experience in project management in an Overpayment/Underpayment Recovery Program and must have a college or university degree in public health, public administration, hospital administration, nursing or business administration with a health-care emphasis. Individual must have general knowledge of the Medicaid program, particularly coverage and payment rules, with relevant experience in managing complex projects, conducting audits of Medicaid providers, systems and personnel for at least five (5) years, and relevant experience in conducting health care audits for at least five (5) years.
2. Data/Information Systems Manager – This key staff person will be responsible for developing and implementing all requirements related to hardware and software, data collection, information management, file transfers, and data coordination with DOM's fiscal agent. This person should be skilled and experienced with data systems in an Overpayment/Underpayment Recovery Program and be able to work with DOM and the fiscal agent to develop and implement a data and information systems plan for implementation and operations. This person must have a college or university degree in information systems management, computer science, or business administration with emphasis in information systems management, or similar degrees that relate to the required job duties and at least five (5) years relevant experience.

3. Customer Service Manager – This key staff person will be responsible for management of the customer service staff. This person must have two (2) years of experience in management and must have a college or university degree in business administration, public administration, public health management, or other related field.
4. Medical Director – This key staff person will be responsible for management of the physicians, certified coders, and other clinicians. This person must have experience in management of clinical review, and must have appropriate academic and clinical certifications. This person must be a Mississippi licensed physician, as required by Miss. Code Ann. § 41-83-31, for adverse determinations. A copy of the Mississippi license must be submitted to DOM within sixty (60) calendar days of the contract start date. This key person must have relevant Medicaid experience in the health insurance industry, with a utilization review firm or a health care claims processing organization in a role that involved developing coverage or medical necessity policies and guidelines. If at any time during the contract the Medical Director must be replaced, the new Medical Director must obtain a current MS license within sixty (60) calendar days from date of hire. During the period for which there is no MS licensed Medical Director, all audit processes must cease. The Medical Director must also meet the following requirements:
 - Education resulting in a receipt of Doctor of Medicine or Doctor of Osteopathy degree;
 - A current, active, unrestricted MS license to practice medicine as a Doctor of Medicine or Doctor of Osteopathy;
 - Board-certification in a medical specialty and at least three (3) years of medical practice as a board-certified physician; and,
 - Public relations experience, preferably working with physician groups, beneficiary organizations, and/or congressional offices.
5. Medical Staff – Medical staff persons according to CMS guidelines include physicians, nurses, therapists, and certified coders. All duties must be clearly defined and responsibilities must be directly related to program operations and must conform with Federal and State laws and regulations.
6. Audit Manager – This key staff person must have relevant experience personally conducting audits of health care providers and directly supervising the work of other health care auditors. The Audit Manager shall have detailed knowledge of the Generally Accepted Governmental Auditing Standards and have at least three (3) years of experience in conducting audits under those standards. The Audit Manager shall have working knowledge of the Medicaid program and have detailed knowledge of Medicaid coverage, reimbursement, policies, and regulations. A Bachelor's degree or higher in Accounting or Auditing is required. The Audit Manager shall be a Certified Public Accountant in good standing.
7. Medical Review Utilization Manager – This key staff person must be an individual with recent and relevant supervisory experience in medical utilization review. The Medical Review Utilization Manager shall possess a Bachelor's degree in nursing and/or social or health service with an active Registered Nurse license. The Medical Review Utilization Manager shall possess the ability and skills to appropriately interpret State Medicaid regulations and policies.

8. Statistician – This key staff person must be an individual with relevant and recent experience in the use of statistics to support audit sampling and extrapolations. Knowledge of health care information and claims data (NCCI, ICD-9, ICD 10 codes (and all successors), physician specialty codes, survey and certification data etc.) is also required.
9. Other Key Support Staff – Other key staff persons as assigned by the Contractor. All duties must be clearly defined and responsibilities must be directly related to program operations.

1.16 CONTRACT PHASES

1.16.1 IMPLEMENTATION PHASE

The Contractor shall be responsible for the preparation and execution of a final implementation plan. This plan shall be based upon the requirements of this RFP and coordinated with DOM to ensure readiness to complete required tasks by specified dates. The Contractor will develop an implementation plan to be approved by DOM that outlines in detail all steps necessary to begin program operations. It is anticipated that Phase I will begin April 1, 2017. The Offeror shall propose time required for implementation. DOM anticipates a two (2) month implementation period for the contractor; however, DOM welcomes any proposed implementation period.

During the Implementation phase, a written report of program progress shall be submitted to DOM every week. The progress report must specify accomplishments during the report period in a task-by-task format, including personnel hours expended, whether the planning tasks are being performed on schedule, and any administrative problems encountered.

1.16.2 OPERATIONS PHASE

During the Operations Phase, the Contractor must perform the responsibilities described in this RFP. The Contractor will be required to adhere to the performance requirements of the contract as well as the requirements of any revisions in Federal and State legislation or regulations which may be enacted or implemented during the period of performance of this contract that are directly applicable to the performance requirements of this contract. Such requirements will become a part of this contract effort through execution of a written contract amendment. It is anticipated that DOM will begin the operations phase on June 1, 2017.

1.16.3 TURNOVER PHASE

During this phase the contractor will prepare DOM or other applicable parties to take over the operations of those initiatives implemented under this contract. The Contractor must put procedures in place and provide training so that DOM sustains the ability to continue each initiative even after the project is completed and after expiration of the contract. The Contractor shall provide detailed written documentation of all new procedures implemented and any system changes made during the Operations Phase. Failure to properly prepare the state and provide written documentation will be cause for withholding of payment(s).

Upon receipt of notification of DOM's intent to transfer the contract functions, the Contractor must provide a Turnover Plan to DOM within the time frame specified by DOM. The Contractor must take no action(s) that will hinder the orderly transition of duties and responsibilities from the Contractor to another separate contractor upon termination of this contract. Timelines for turnover activities will be specified by DOM. The Turnover Plan must include, but is not limited to, the following:

1. Proposed approach to turnover;
2. Tasks and subtasks for turnover;
3. Schedule for turnover;
4. Detailed chart depicting the Contractor's total operation; and,
5. Transfer of Medicaid documents and case files to DOM or its designated agent.

Deliverables must be produced in an organized manner according to reasonable and customary business standards. Deliverables must be turned over to DOM in a form and condition that is satisfactory to DOM and in the time frames specified by DOM. Deliverables include the following:

1. Turnover Plan;
2. Detailed organizational chart;
3. All Medicaid documents and case files; and,
4. Turnover Results Report.

1.17 CONTRACTOR RESPONSIBILITIES

1.17.1 General Contractor Responsibilities

1. Secure any necessary approvals and clearances required to conduct the tasks required by this RFP.
2. Select and establish a site(s) at which all Contractor functions will be performed, permanently, and temporarily, if necessary. The contractor must obtain DOM acceptance of site selection in writing.
3. Provide a system for effective communication with a variety of entities including but not limited to employers, providers, beneficiaries. This communication should include a toll-free number to answer inquiries. The toll-free line must be operable and manned during normal business hours, Monday through Friday, from 8:00 a.m. – 4:30 p.m. CST.
4. The Contractor's project manager must be available and prepared to meet with DOM staff and other individuals as requested for the discussion of the RFP and contract requirements. The project manager must also be prepared to answer pertinent inquiries regarding the program, its implementation, and operation. Meetings between the representatives of the Contractor and DOM shall be on an as-needed

basis throughout the implementation phase and on a monthly basis, or as otherwise required by DOM during the operations phase.

5. Submit monthly invoices to DOM based on finalized recoveries (i.e., those that the provider does not challenge or that have completed administrative appeals process). Invoices shall be submitted no later than the end of the month following the month in which overpayment was identified. The Contractor shall be paid on a monthly fixed contingency basis.
6. The Contractor will be required to assist in the eventuality of an audit, appeals, and court appearances as necessary.

1.17.2 Detailed Contractor Responsibilities

These responsibilities will vary depending on the solutions proposed.

1. Propose a Medicaid Overpayment Recovery Audit Solution that will identify improper payments and recover payments of inappropriate billings by providers.
2. Be proficient in performing medical payment error risk assessments, detecting overpayment/underpayment errors, utilizing efficient methods for overpayment error detection including computer algorithms to identify payment anomalies, handling large volumes of data, understanding control systems and weaknesses, and overpayment recovery.
3. Conduct data mining and data analysis to identify inappropriate payments that will result in recoveries from providers.
4. Conduct automated pre-adjudication review of claims, inclusive of existing system edits, and those of contractor.
5. Conduct post-payment audits after written notice to providers of the intent to conduct such audit.
6. Utilize generally accepted auditing standards during the course of each audit to ensure due diligence in its efforts to identify funds legitimately owed to the State.
7. Develop and maintain an audit workflow program that allows compilation and generation of audit work papers, audit reports, etc. Develop and maintain intuitive reporting tools that will allow users and management to request parameterized reports for various areas.
8. Furnish all material, labor, computers, software, equipment, and supplies necessary to perform their services.
9. Be responsible for all travel expenses.
10. Be responsible for data transmission costs.
11. Shall not remove any original records from the State offices.
12. Be responsible for incidental expenses related to this contract.
13. Follow all related laws, statutes, rules, and contract terms in its collection activities.
14. Describe each specific overpayment scenario. Each scenario must show the State proof of the overpayment and the specifics regarding the providers, clients, and services that the scenario covers.
15. Present recommendation and impact analysis for each scenario to the Office of Program Integrity for approval before pursuing recovery and contacting providers.

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16. Provide a description of the complete process for identifying the incorrect payment scenario.
17. Identify each specific incorrect payment and provide the details to the State for updating claims history.
18. Identify each specific collection and provide the details to update claims history.
19. Identify particular billing codes that may be over-utilized by providers and provide notice to the provider of over-utilization.
20. Conduct clinical, medical, and utilization reviews of entities furnishing items and services for payment, which must be in compliance with established State and Federal law and regulations. These reviews must be conducted by certified clinicians.
21. Provide a complete description of the data required to be sent from the State to the contractor.
22. Propose a solution that will have minimal impact on the current operations of the MMIS.
23. Provide a description of the proposed solution; including a high-level diagram of expected data flow.
24. Describe and document the source authorities utilized to determine the validity of the incorrect payments.
25. Educate providers with overpayment issues in the proper reporting of health care services in order to permanently correct errors in billing. All training should be performed using a collaborative and provider-centric approach.
26. Not seek legal representation or pursue any judicial action surrounding the overpayment recovery and collection activities.
27. Identify overpayments/underpayments only for service dates after April 1, 2014.
28. Identify overpayments/underpayments only for authorized provider types and services determined by the State. Submit reports to the State of all potential findings for validation with the State by contractor and verified against past audit recoveries.
29. Submit itemized statements to DOM, with details for all recoveries, for authorization of recoveries and contingency fee reimbursement.
30. Retain all audit and recovery documentation for ten (10) years following the final payment under this contract or the date upon which all questions involving the overpayment's validity are resolved, whichever happens last.
31. Receive payment of only those funds recovered based on efforts by contractors and no other sources.
32. Receive payment of only those funds that DOM seeks to recover in accordance with discretionary threshold amounts.
33. Participate in formal hearings/appeals and provide expert testimony.
34. For providers identified as receiving overpayments, assist the State through the provider dispute process that includes responding to providers following the initial notification of overpayments, answering telephone inquiries, reviewing provider documentation, tracking communications and status, and providing recommendations for resolution of overpayment disputes.
35. Coordinate with other audits to avoid overlap and duplication of effort with other recovery efforts.
36. Mail all demand and findings letters via certified mail to providers.
37. Forward copies of all correspondence mailed to providers, within seventy-two (72) hours, to the Office of Program Integrity, including but not limited to the following: demand, findings, and rebuttal response letters.
38. Shall not render any decisions after the issuance of a demand letter unless at the request of the DOM, Office of Program Integrity.

39. Report and refer all potential/suspected fraud, waste, and abuse cases to the State.
40. Report and send uncollectable debts to DOM.
41. Recommend system changes to prevent future overpayments.
42. Conduct medical chart/documentation review. Contractor should refer to Title 23 of the Mississippi Administrative Code in its entirety and specifically Title 23, Part 200, Rule 1.3.
43. Provide secure transmission of data exchange.
44. Provide initial and ongoing expert support for correct payment principles and best practices.
45. Edit claims based on the Title 23 of the Mississippi Administrative Code in effect on the date of service.

1.18 STATE RESPONSIBILITIES

1. Identify cases where the State or other authorities have initiated investigations, collections, reviews, audits, etc., and share that information with Contractor.
2. Supply extract of claims/encounters for specified dates of services.
3. Provide Policy and Operations experts and executive management to validate and approve each scenario before Contractor contacts providers.
4. Notify Contractor once overpayments have been collected.
5. Update MMIS with claim specific collection details to allow correct CMS reporting.
6. Evaluate requests for offset against future payments where immediate recovery would undermine the business operations of the provider. If State approves such a request, Contractor' contingency payment will only include credit for the actual offsets as they occur during the life of the contract.
7. Monitor Contractor's performance.

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2 AUTHORITY

This RFP 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 in this RFP. 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 of the Social Security Act, as amended. In Mississippi, the state Medicaid agency also administers the separate CHIP program under Title XXI of the Social Security Act, as amended.

In addition, Section 1902(a)(30)(A) of the Social Security Act, as amended, 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.”

The IT solution proposed in response to this RFP must be in compliance with the State of Mississippi’s Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Contractor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

The Enterprise Security Policy is available to third parties on a need-to-know basis and requires the execution of a non-disclosure agreement with the Department of Information Technology Services (ITS) prior to accessing the policy. The Offeror or Contractor may request individual sections of the Enterprise Security Policy or request the entire document by contacting the procurement officer.

Instructions to acquire a copy of the Enterprise Security Policy can be found at the following link: <http://www.its.ms.gov/Services/Pages/ENTERPRISE-SECURITY-POLICY.aspx>

2.1 ORGANIZATIONS ELIGIBLE TO SUBMIT PROPOSALS

To be eligible to submit a proposal, an Offeror must provide documentation for each requirement as specified below:

1. The Offeror has not been sanctioned by a state or Federal government within the last ten (10) years.
2. The Offeror must have a minimum of five (5) years of experience in contractual services providing the type of service described in this RFP.
3. The Offeror must be able to provide each required component and deliverable as detailed in the Scope of Work.

2.2 PROCUREMENT APPROACH

The major steps of the procurement approach are described in detail in Section 3 of this RFP. Proposals must be submitted in two (2) parts: Technical Proposal and Business Proposal. The format and content are each specified in Sections 5 and 6 of this RFP.

2.3 ACCURACY OF STATISTICAL DATA

All statistical information provided by DOM in relation to this RFP represents the best and most accurate information available to DOM from DOM records at the time of the RFP preparation. DOM, however, disclaims any responsibility for the inaccuracy of such data. Should any element of such data later be discovered to be inaccurate, such inaccuracy shall not constitute a basis for contract rejection by any Offeror. Neither shall such inaccuracy constitute a basis for renegotiation of any payment rate after contract award. Statistical information is available on DOM's Website.

2.4 ELECTRONIC AVAILABILITY

The materials listed below are on the Internet for informational purposes only. This electronic access is a supplement to the procurement process and is not an alternative to official requirements outlined in this RFP.

This RFP, any amendments thereto, and RFP Questions and Answers (following official written release) will be posted on the Procurement page of the DOM website at <http://www.medicaid.ms.gov/resources/procurement/>.

Information concerning services covered by Mississippi Medicaid and a description of the DOM organization and functions can also be found on the Procurement page of the DOM website.

DOM's website is <http://www.medicaid.ms.gov> and contains Annual Reports, Provider Manuals, Bulletins and other information. The DOM Annual Report Summary provides information on beneficiary enrollment, program funding, and expenditures broken down by types of services covered in the Mississippi Medicaid program for the respective fiscal years.

State financial information is available at <http://www.dfa.state.ms.us>.

The State of Mississippi portal is <http://www.mississippi.gov>.

MAGIC system information can be found at <http://www.dfa.ms.gov/dfa-offices/mmrs/mmrs-applications/magic>.

Information regarding Mississippi Department of Information Technology Services Enterprise Security Policy can be found at <http://www.its.ms.gov/Services/Pages/ENTERPRISE-SECURITY-POLICY.aspx>.

Rules and Regulations of the Mississippi State Personnel Board/Personal Service Contract Review Board can be found at <http://www.mspb.ms.gov>.

The Mississippi Code of 1972 covers all sections of and amendments to the Constitution of the United States and the Constitution of the State of Mississippi. Access to the Mississippi Code can be found at <http://www.sos.ms.gov/Education-Publications/Pages/Mississippi-Code.aspx>.

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3 PROCUREMENT PROCESS

3.1 APPROACH

This RFP is designed to provide the Offeror with the information necessary to prepare a competitive proposal. Similarly, the RFP process is intended to also provide DOM with the necessary information to adequately assist DOM in the selection of a Contractor to provide the desired services. It is not intended to be comprehensive, and each Offeror is responsible for determining all factors necessary for submission of a comprehensive and accurate proposal. DOM reserves the right to interpret the language of this RFP or its requirements in a manner that is in the best interest of the State.

DOM will ensure the fair and equitable treatment of all persons and Offerors in regards to the procurement process. The procurement process provides for the evaluation of proposals and selection of the best proposal in accordance with Federal and State laws and regulations. Specifically, the procurement process is guided by appropriate provisions of the Personal Service Contract Review Board Regulations which are available for inspection at 210 East Capitol Street, Suite 800, Jackson, Mississippi or downloadable at www.mspb.ms.gov.

Separate technical and business proposals shall be submitted simultaneously but will be opened at different stages of the evaluation process. Technical Proposals will be thoroughly evaluated in order to determine point scores for each evaluation factor and a final technical score determined before evaluation of the Business Proposal. The evaluation and selection process is described in more detail in Section 7 of this RFP.

Submission of a proposal in response to this RFP constitutes acceptance of the conditions governing the procurement process, including the evaluation factors contained in Section 7 of this RFP, and constitutes acknowledgment of the detailed descriptions of the Mississippi Medicaid Program.

No public disclosure or news release pertaining to this procurement shall be made without prior written approval of DOM. Failure to comply with this provision may result in the Offeror being disqualified.

3.2 QUALIFICATION OF OFFEROR

Each corporation shall report its corporate charter number in its transmittal letter or, if appropriate, have attached to its transmittal letter a signed statement to the effect that said corporation is exempt from the above described, and set forth the particular reason(s) for exemption. All corporations shall be in full compliance with all Mississippi laws regarding incorporation or formation and doing business in the State of Mississippi and shall be in compliance with the laws of the state in which they are incorporated, formed, or organized.

DOM may make such investigations as necessary to determine the ability and commitment of the Offeror to adhere to the requirements specified within this RFP and its proposal, and the Offeror shall furnish to DOM all such information and data for this purpose as may be requested. DOM reserves the right to inspect Offeror's physical facilities prior to award to satisfy questions regarding the Offeror's capability to fulfill the requirements of the contract. DOM reserves the absolute right to reject any proposal if the evidence submitted by, or investigations of, such Offeror fail to satisfy DOM that such Offeror is properly qualified to carry out the obligations of the contract and to complete the work or furnish the items contemplated.

DOM reserves the right to reject any and all proposals, to request and evaluate "best and final offers" from some or all of the respondents, to negotiate with the best proposed Offeror to address issues other than those described in the

proposal, to award a contract other than the lowest cost Offeror, or not to make any award if it is determined to be in the best interest of DOM and the State.

Discussions may be conducted by the procurement officer with any Offeror that submits a proposal determined to be reasonably susceptible of being selected for award. Proposals may also be accepted without such discussions. DOM reserves the right to request additional information or clarification of an Offeror's proposal. The Offeror's cooperation during the evaluation process in providing DOM staff with adequate responses to requests for clarification will be considered a factor in the evaluation of the Offeror's overall responsiveness. Lack of such cooperation or failure to provide the information in the manner required may, at DOM's discretion, result in the disqualification of the Offeror's proposal.

3.3 RULES OF PROCUREMENT

To facilitate the DOM procurement, various rules have been established and are described in the following paragraphs.

3.3.1 Restrictions on 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 Matthew Nassar.

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

3.3.2 Amendments to this Request for Proposals

DOM reserves the right to amend the RFP at any time. All amendments will be posted to the DOM website at <http://www.medicaid.ms.gov/resources/procurement/>. After November 18, 2016, Offerors submitting Letters of Intent will be notified when amendments are released.

Offerors shall acknowledge receipt of any amendment to the RFP by signing and returning the form provided with the amendment, and identifying the amendment number and date in the Offeror's Transmittal Letter. The acknowledgment must be received by DOM by the time and at the place specified for receipt of proposals.

3.3.3 Cost of Preparing Proposal

Costs of developing the proposals are solely the responsibility of the Offerors. DOM will provide no reimbursement for such costs. Any costs associated with any oral presentations to DOM shall be the responsibility of the Offeror and shall in no way be billable to DOM. If site visits are made, DOM's cost for such visits shall be the responsibility of DOM and the Offeror's cost shall be the responsibility of the Offeror and shall in no way be billable to DOM.

3.3.4 Certification of Independent Price Determination

The Offeror certifies that the prices submitted in response to the RFP have been arrived at independently and without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Offeror or competitor relating to those prices, the intention to submit a proposal, or the methods or factors used to calculate the proposed prices.

3.3.5 Acceptance of Proposals

After receipt of the proposals, DOM reserves the right to award the contract based on the terms, conditions, and premises of the RFP and the proposal of the selected Contractor without negotiation.

All proposals properly submitted will be accepted by DOM. After review; DOM may request necessary modifications or clarifications from all Offerors, reject any or all proposals received, or cancel this RFP, according to the best interest of DOM and the State of Mississippi.

DOM also reserves the right to waive minor irregularities in proposals, provided such action is in the best interest of DOM and the State of Mississippi. A minor irregularity is defined as a variation of the RFP which does not affect the price of the proposal, or give one party an advantage or benefit not enjoyed by other parties, or adversely impact the interest of DOM.

Where DOM may waive minor irregularities as determined by DOM, such waiver shall in no way modify the RFP requirements or excuse the Offeror from full compliance with the RFP specifications and other contract requirements if the Offeror is awarded the contract.

DOM reserves the right to exclude any and all non-responsive proposals from any consideration for contract award. DOM will award a contract to the Offeror whose proposal is responsive to the RFP and is most advantageous to DOM and the State of Mississippi in quality, price, and other factors considered.

3.3.6 Rejection of Proposals

A proposal may be rejected for failure to conform to the rules or the requirements contained in this RFP. Proposals must be responsive to all requirements of the RFP in order to be considered for contract award. DOM reserves the right at any time to cancel the RFP, or after the proposals are received to reject any of the submitted proposals determined to be non-responsive. DOM further reserves the right to reject any and all proposals received by reason of this request. Reasons for rejecting a proposal include, but are not limited to, the following:

1. The proposal contains unauthorized amendments to the requirements of the RFP.
2. The proposal is conditional.
3. The proposal is incomplete or contains irregularities that make the proposal indefinite or ambiguous.
4. The proposal is not signed by an authorized representative of the party.
5. The proposal contains false or misleading statements or references.
6. The Offeror is determined to be non-responsible as specified in Section 3-401 of the Personal Service Contract Review Board Rules and Regulations.
7. The proposal ultimately fails to meet the announced requirements of the State in some material aspect.
8. The proposal price is clearly unreasonable.
9. The proposal is not responsive, i.e., does not conform in all material respects to the RFP.
10. The supply or service item offered in the proposal is unacceptable by reason of its failure to meet the requirements of the specifications or permissible alternates or other acceptability criteria set forth in the RFP.
11. The Offeror does not comply with the Proposal Submission Requirements as set forth in the RFP.
12. The Offeror currently owes the State money.

3.3.7 Alternate Proposals

Each Offeror, its subsidiaries, affiliates, or related entities shall be limited to one Technical Proposal and one Business Proposal which is responsive to the requirements of this RFP. Failure to submit a responsive proposal will result in the rejection of the Offeror's proposal. Submission of more than one proposal by an Offeror may, at the discretion of DOM, result in the summary rejection of all proposals submitted. An Offeror's proposal shall not include variable, contingent, or multiple pricing options.

3.3.8 Proposal Modification and Withdrawal

Prior to the proposal due date, a submitted proposal may be withdrawn by submitting a written request for its withdrawal to the DOM Procurement Officer, signed by the Offeror.

An Offeror may submit a modification to its proposal before the due date for receipt of proposals. Such modified proposal must be a complete replacement for a previously submitted proposal and must be clearly identified as such in the Transmittal Letter. DOM will not merge, collate, or assemble proposal materials.

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

Any submitted proposal shall remain a valid proposal for one hundred eighty (180) days from the proposal due date.

3.3.9 Disposition of Proposals

The proposal submitted by the successful Offeror shall be incorporated into and become part of the resulting contract. All proposals received by DOM shall upon receipt become and remain the property of DOM.

3.3.10 Responsible Contractor

DOM shall contract only with a responsible Contractor who possesses the ability to perform successfully under the terms and conditions of the RFP and implementation of the proposal. In letting the contract, consideration shall be given to such matters as Contractor's integrity, performance history, financial and technical resources, and accessibility to other necessary resources.

3.3.11 Best and Final Offers

The Executive Director of DOM may make a written determination that it is in the State's best interest to conduct additional discussions or change the State's requirements and require submission of Best and Final Offer (BAFO). The Procurement Officer shall establish a date and time for the submission of BAFOs. Otherwise, no discussion of or changes in the Business Proposals shall be allowed prior to award. Offerors shall also be informed that if they do not submit a notice of withdrawal or another best and final offer, their immediate previous offer will be construed as their best and final offer.

3.4 ORAL PRESENTATION

Oral Presentations may be held as part of the Technical Evaluation; however, they are not required. At the discretion of DOM, all Offerors receiving a minimum of thirty five (35) points of the total score on the Technical Phase of the evaluation may be given the opportunity to make an Oral Presentation. The purpose of the oral presentation is to provide an opportunity for the Offeror to present its proposal and credentials of proposed staff, and to respond to any questions from DOM. The original proposal cannot be supplemented, changed, or corrected either in writing or orally.

The presentation will occur at a State office location in Jackson, Mississippi. Offerors will receive a ten (10) day prior notification requesting their participation in Oral Presentations. The determination of participants, location, order, and schedule for the presentations is at the sole discretion of DOM and will be provided during the Evaluation process. The presentation may include slides, graphics, and other media selected by the Offeror to illustrate its Proposal.

The presentations are tentatively scheduled for January 10-11, 2017. The Offeror's presentation team shall include, at a minimum, the proposed Project Manager and other key management staff necessary to implement the contract requirements. However, DOM reserves the right to limit the number of participants in the Offeror's presentation and will notify Offeror of any limitations at the time they are notified of the request to participate. DOM reserves the right to limit the time period for the presentation.

3.5 REQUIRED STATE APPROVAL

Approval from the Personal Service Contract Review Board must be received before contract execution. Every effort will be made by DOM to facilitate rapid approval and a start date consistent with the proposed schedule.

3.6 NOTICE OF INTENT TO AWARD

Award shall be made in writing to the responsible Offeror whose proposal is determined to be the most advantageous to the State taking into consideration evaluation factors and price as set forth in the RFP. The notice of intended contract award shall be sent by e-mail with reply confirmation to the winning Offeror. Unsuccessful Offerors will be notified in the same manner after the award has been accepted or declined.

Consistent with existing State law, no Offeror shall infer or be construed to have any rights or interest to a contract with DOM until final approval is received from all necessary entities and until both the Offeror and DOM have executed a valid contract.

3.7 POST-AWARD DEBRIEFING

3.7.1 Debriefing Request

Offerors may request a post-award debriefing, by email to the Procurement Officer, to be received by DOM within three (3) business days of notification of the contract award. The Offeror shall submit a list of written questions simultaneously with its debriefing request. A debriefing is a meeting and not a hearing; therefore, legal representation is not required. If a vendor prefers to have legal representation present, the Offeror shall notify DOM and identify the Offeror's attorney prior to the debriefing. DOM may include its own legal representation in the debriefing.

Debriefings will not be held during the protest period. Offerors who submit a protest will not be granted a debriefing.

3.7.2 Scheduling the Debriefing

The debriefing may occur any time after the protest period has passed. The debriefing may be conducted during a face-to-face meeting, by telephone, or by any other method acceptable to both DOM and the Offeror. The Procurement Officer or designee shall chair the meeting, and where practicable, may include other staff with direct knowledge of the procurement.

3.7.3 Information to Be Provided

The debriefing information may include the following:

1. Evaluation of significant weaknesses or deficiencies in the Offeror's proposal, if applicable;
2. The overall evaluated technical rating of the debriefed Offeror;
3. The overall ranking of all Offerors developed during the selection process;
4. A summary of the rationale for award; and,
5. Reasonable responses to relevant questions as submitted by the debriefed Offeror with its request for debrief. Questions may pertain to selection procedures contained in the RFP, applicable regulations, and other applicable authorities that were followed.

3.7.4 Information Which Will Not Be Provided

The debriefing shall not include point-by-point comparisons of the debriefed Offeror's proposal with those of other Offerors. Moreover, DOM shall not reveal any information prohibited by law and/or the following:

1. Trade secrets as identified by the Offeror;
2. Privileged or confidential processes and techniques as identified by the Offeror;
3. Commercial and financial information that is privileged or confidential, to include Offeror's cost, breakdowns, profit, indirect cost rates, and similar information as identified by the Offeror and/or;
4. The names of individuals providing reference information about any Offeror's past performance.

DOM will not release copies of proposals or price information in the debriefing. These items may be requested through a Request for Public Information to DOM's Public Information Officer at RFI@medicaid.ms.gov.

3.8 PROTEST POLICY AND PROCEDURES

3.8.1 Form of the Protest

Offerors who submit Technical and Business Proposals in response to this RFP may protest the award of the contract resulting from this RFP. Protests must be made in writing and must be received no later than seven (7) business days from the notice of non-award. Protests should be addressed to DOM's Executive Director and must contain specific grounds for the protest. Supporting documentation may be included with the protest.

A protest must state all grounds upon which the protesting party asserts that the solicitation or award was improper. Issues not raised by the protesting party in the protest are deemed waived. Protests submitted within the seven (7) business days may be supplemented and/or modified.

Only the following are acceptable grounds for protest:

- Failure to follow any of the following: 1) DOM procedures established in the RFP, 2) DOM rules of procurement, or 3) PSCRB Rules and Regulations;
- Errors in computing scores which contributed to the selection of an Offeror other than the best and lowest proposal; or,
- Bias, discrimination, or conflict of interest on the part of an evaluator.

Disallowed grounds include:

- Evaluators' qualifications to serve on the Evaluation Committee;
- The professional judgment of the Evaluation Committee; and,
- DOM's assessment of its own needs regarding the solicitation.

A protest that is incomplete or not submitted within the prescribed time limits will be summarily dismissed.

3.8.2 Protest Bond

Protests must be accompanied by a bond for two hundred fifty thousand dollars and zero cents (\$250,000.00) or the price of the contract whichever is lower. The protest bond shall be maintained through final resolution, whether at the agency level or through a court of competent jurisdiction.

DOM will return a protest bond if (1) the protesting Offeror withdraws its protest or (2) the bond is ordered to be returned by a court of competent jurisdiction. In the event DOM finds that an Offeror's protest has no merit, DOM shall at its own discretion retain all or a percentage of the submitted bond.

3.8.3 DOM's Responsibilities Regarding Protests

The Notice of Non-Award shall be accompanied by redacted copies of the evaluation score sheets.

The Procurement Officer shall provide a copy of the protest documents to the successful Offeror within three (3) business days of receipt of the protest. The successful Offeror shall have the right to provide documentation supporting the decision to award.

The Executive Director shall review all documentation concerning the procurement and may request additional documentation. The Executive Director shall then determine whether or not the award of the contract shall be delayed or cancelled; or, if the protest is clearly without merit or that award of the contract without delay is necessary to protect the interests of the State. The Executive Director will provide written notice of the decision to the protesting Offeror. This written notice will be the final agency decision.

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4. TERMS AND CONDITIONS

4.1 GENERAL

The Contract between the State of Mississippi and the Contractor shall consist of 1) the contract and any amendments thereto; 2) this RFP and any amendments thereto; 3) the Contractor's proposal submitted in response to the RFP by reference and as an integral part of this contract; 4) written questions and answers. In the event of a conflict in language among the four documents referenced above, the provisions and requirements set forth and/or referenced in the contract and its amendments shall govern. The RFP in its entirety is a part of the Contract. In the event of a dispute or conflict among any of the components of the contract, the contract shall govern. After the Contract, the order of priority is: Att. D, Bidder Questions and Answers; Att. C or E, the Business Proposal or BAFO, if applicable; Att. B, the Technical Proposal; and Att. A, the RFP. All the documents shall be read and construed as far as possible to be one harmonious whole; however, in the event of a conflict or dispute, the above list is the list of priority.

The contract shall be governed by the applicable provisions of the *Personal Service Contract Review Board Rules and Regulations*, a copy of which is available at 210 East Capitol Street, Suite 800, Jackson, Mississippi, 39201 for inspection, or downloadable at <http://www.mspb.ms.gov>.

No modification or change of any provision in the contract shall be made, or construed to have been made, unless such modification or change is mutually agreed upon in writing by the Contractor and DOM. The agreed upon modification or change will be incorporated as a written contract amendment and processed through DOM for approval prior to the effective date of such modification or change. In some instances, the contract amendment must be approved by CMS before the change becomes effective.

The only representatives authorized to modify this contract on behalf of DOM and the Contractor are shown below:

Contractor: Person(s) designated by the Contractor

DOM: Executive Director

4.2 PERFORMANCE STANDARDS, ACTUAL DAMAGES, LIQUIDATED DAMAGES, AND RETAINAGE

DOM may require corrective action in the event that any deliverable, report or the like should indicate that the Contractor is not in compliance with any provision of this Contract. DOM may also require the modification of any policies or procedures of the Contractor relating to the fulfillment of its obligations pursuant to this Contract. DOM may issue a deficiency notice and may require a corrective action plan be filed within fifteen (15) calendar days following the date of the notice. A corrective action plan shall delineate the time and manner in which each deficiency is to be corrected. The corrective action plan shall be subject to approval by DOM, which may accept it as submitted, accept it with specified modifications, or reject it. DOM may extend or reduce the time frame for corrective action depending on the nature of the deficiency, and shall be entitled to exercise any other right or remedy available to it, whether or not it issues a deficiency notice or provides Contractor with the opportunity to take corrective action.

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Office of the Governor-Division of Medicaid

DOM reserves the right to assess actual or liquidated damages, upon the Contractor's failure to provide timely services required pursuant to this contract. DOM may assess liquidated damages against the Contractor pursuant to this Section, and deduct the amount of the damages from the Contractor's next contingency payment. Any damages applied prior to recovery of money under this contract shall be applied against the first contingency payment. DOM, at its sole discretion, may establish an installment deduction plan for the amount of any damages. The determination of the amount of damages shall be at the sole discretion of DOM, within the ranges set forth below. Self-reporting by the Contractor will be taken into consideration in determining the amount of damages to be assessed. Unless specified otherwise, DOM will give written notice to the Contractor of the failure that might result in the assessment of damages and the proposed amount of the damages. The Contractor shall have fifteen (15) calendar days from the date of the notice in which to dispute DOM's determination. Unless a different amount is specifically set forth below, DOM may, at its sole discretion, assess damages between one dollar and zero cents (\$1.00) and five thousand dollars and zero cents (\$5,000.00) for each failure that occurs or remains uncorrected..

Assessment of any actual or liquidated damages does not waive any other remedies available to DOM pursuant to this contract or State or Federal law. If liquidated damages are known to be insufficient then DOM has the right to pursue actual damages.

1. Deliverables/Reporting Requirements. Failure by the Contractor to submit by the due date any material required by the Contract including but not limited to deliverables, audit/work plans, provider correspondence, reporting requirements, etc. DOM will give written notice to the Contractor, via fax, e-mail, overnight mail or through regular mail of the late material. The Contractor shall have ten (10) calendar days following receipt of the notice in which to cure the failure by submitting the complete and accurate material. If the material has not been submitted within the ten (10) calendar day period, DOM, without further notice, will assess one thousand dollars (\$1000.00) or two percent (2%) of the contingency fee, whichever is greater, for each late instance.
2. Corrective Action Plans. For Failure to complete corrective action as described above, the Contractor shall pay liquidated damages in the amount of two hundred and fifty dollars (\$250) per calendar day for each day the corrective action is not completed in accordance with the timeline established in the corrective action plan.
3. Close Out/ Turnover Requirements. For Failure of the contractor to comply with the close out and turnover requirements of this RFP may result in the assessment of damages of up to ten thousand dollars (\$10,000.00), which, if imposed shall be deducted from the final payment to be made to Contractor.
4. Documentation/Case File Maintenance. Failure by the Contractor to comply with case file maintenance requirements in which any documentation (other than deliverables) is unacceptable as to format, accuracy, and completeness based on DOM review, DOM may reduce compensation up to one thousand dollars (\$1,000.00) for each business day the failure remains uncorrected, per occurrence. Reduction in compensation may be imposed until such time as the Contractor provides DOM with acceptable documentation.
5. Reporting Fraud. For Failure by the Contractor to report all instances of suspected Fraud, Waste and Abuse to DOM Office of Program Integrity as required by the Contract, DOM will assess

liquidated damages in the amount of one thousand dollars (\$1,000.00) or two percent (2%) of the contingency fee, whichever is greater, for each late instance.

6. Audits/Reviews – For Failure by the Contractor to complete reviews within the sixty (60) calendar day period, document rationale for determinations and perform rebuttal reviews to validate RAC findings as required by the Contract, DOM will assess one thousand dollars (\$1,000.00) or two (2%) of the contingency fee, whichever is greater, for each late instance.
7. Key Personnel. Failure by the Contractor to provide organizational structure and staffing as required by the Contract. For key personnel vacancies that have not been filled within the thirty (30) day allowed period, DOM will assess damages of one thousand dollars (\$1000) per day, for each business day the position remains vacant.
8. General. Any other failure by the Contractor that DOM determines constitutes a substantial non-compliance with any material term of the Contract and/or RFP not specifically enumerated herein.

4.3 TERM OF CONTRACT

DOM will award a contract based on proposals. The contract period begins April 1, 2017 and will terminate March 31, 2020. DOM may have, under the same terms and conditions as the existing contract, an option for two (2) one-year extension periods, provided DOM obtains approval from the Personal Service Contract Review Board to allow an extension period.

4.3.1 Stop Work Order

1. Order to Stop Work: The DOM Contract Administrator may, by written order to the Contractor at any time and without notice to any surety, require the Contractor to stop all or any part of the work called for by this contract. This order shall be for a specified period not exceeding ninety (90) days after the order is delivered to the Contractor, unless the parties agree to any further period. Any such order shall be identified specifically as a stop work order issued pursuant to this clause. Upon receipt of such an order, the Contractor shall forthwith comply with its terms and take all reasonable steps to minimize the occurrence of costs allocable to the work covered by the order during the period of work stoppage. Before the stop work order expires, or within any further period to which the parties shall have agreed, the DOM Contract Administrator shall either:
 - a. Cancel the stop work order; or
 - b. Terminate the work covered by such order as provided in the “Termination for Default by the Contractor” clause or the “Termination for Convenience” clause of this contract.
2. Cancellation or Expiration of the Order: If a stop work order issued under this clause is canceled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the Contractor shall have the right to resume work. An appropriate adjustment shall be made in the delivery schedule or Contractor price, or both, and the contract shall be modified in writing accordingly, if:
 - a. The stop work order results in an increase in the time required for, or in the Contractor’s cost properly allocable to, the performance of any part of this contract; and
 - b. The Contractor asserts a claim for such an adjustment within thirty (30) days after the end of the period

of work stoppage; provided that, if the DOM Contract Administrator decides that the facts justify such action, any such claim asserted may be received and acted upon at any time prior to final payment under this Contract.

3. Termination of Stopped Work: If a stop work order or extension is not canceled and the work covered by such order is terminated for default or convenience, the reasonable costs resulting from the stop work order shall be allowed by adjustment or otherwise.
4. Adjustments of Price: Any adjustment in contract price made pursuant to this clause shall be negotiated between DOM and the Contractor.

4.3.2 Termination of Contract

The contract resulting from this RFP may be terminated by DOM as follows:

1. For default by the Contractor;
2. For convenience;
3. For the Contractor's bankruptcy, insolvency, receivership, liquidation; and,
4. For non-availability of funds.

At DOM's option, termination for any reason listed herein may also be considered termination for convenience.

4.3.2.1 Termination for Default by the Contractor

(1) *Default.* If Contractor refuses or fails to perform any of the provisions of this contract with such diligence as will ensure its completion within the time specified in this contract or any extension thereof, or otherwise fails to timely satisfy the contract provisions, or commits any other substantial breach of this contract, the Agency Head or designee may notify Contractor in writing of the delay or nonperformance and if not cured in ten (10) days or any longer time specified in writing by the Agency Head or designee, such officer may terminate Contractor's right to proceed with the contract or such part of the contract as to which there has been delay or a failure to properly perform. In the event of termination in whole or in part, the Agency Head or designee may procure similar supplies or services in a manner and upon terms deemed appropriate by the Agency Head or designee. Contractor shall continue performance of the contract to the extent it is not terminated and shall be liable for excess costs incurred in procuring similar goods or services.

(2) *Contractor's Duties.* Notwithstanding termination of the contract and subject to any directions from the DOM Contract Administrator, Contractor shall take timely, reasonable, and necessary action to protect and preserve property in the possession of Contractor in which the State has an interest.

(3) *Compensation.* Payment for completed services delivered and accepted by the State shall be at the contract price. The State may withhold from amounts due Contractor such sums as the Agency Head or designee deems to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders and to reimburse the State for the excess costs incurred in procuring similar goods and services.

(4) *Excuse for Nonperformance or Delayed Performance.* Except with respect to defaults of subcontractors, Contractor shall not be in default by reason of any failure in performance of this contract in accordance with its terms (including any failure by Contractor to make progress in the prosecution of the work hereunder which endangers such performance) if Contractor has notified the Agency Head or designee within (fifteen)15 days after

the cause of the delay and the failure arises out of causes such as: acts of God; acts of the public enemy; acts of the State and any other governmental entity in its sovereign or contractual capacity; fires; floods; epidemics; quarantine restrictions; strikes or other labor disputes; freight embargoes; or unusually severe weather. If the failure to perform is caused by the failure of a subcontractor to perform or to make progress, and if such failure arises out of causes similar to those set forth above, Contractor shall not be deemed to be in default, unless the services to be furnished by the subcontractor were reasonably obtainable from other sources in sufficient time to permit Contractor to meet the contract requirements. Upon request of Contractor, the Agency Head or designee shall ascertain the facts and extent of such failure, and, if such officer determines that any failure to perform was occasioned by any one or more of the excusable causes, and that, but for the excusable cause, Contractor's progress and performance would have met the terms of the contract, the delivery schedule shall be revised accordingly, subject to the rights of the State under the clause entitled (in fixed-price contracts, "Termination for Convenience," in cost-reimbursement contracts, "Termination"). (As used in this Paragraph of this clause, the term "subcontractor" means subcontractor at any tier).

(5) *Erroneous Termination for Default.* If, after notice of termination of Contractor's right to proceed under the provisions of this clause, it is determined for any reason that the contract was not in default under the provisions of this clause, or that the delay was excusable under the provisions of Paragraph (4) (Excuse for Nonperformance or Delayed Performance) of this clause, the rights and obligations of the parties shall, if the contract contains a clause providing for termination for convenience of the State, be the same as if the notice of termination had been issued pursuant to such clause.

(6) *Additional Rights and Remedies.* The rights and remedies of DOM provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

4.3.2.2 Termination for Convenience

(1) *Termination.* The Agency Head or designee may, when the interests of the State so require, terminate this contract in whole or in part, for the convenience of the State. The Agency Head or designee shall give written notice of the termination to Contractor specifying the part of the contract terminated and when termination becomes effective. Termination shall be effective as of the close of business on the date specified in the notice, which shall be at least thirty (30) days from the date of receipt of the notice by the Contractor.

(2) *Contractor's Obligations.* Contractor shall incur no further obligations in connection with the terminated work and on the date set in the notice of termination Contractor will stop work to the extent specified. Contractor shall also terminate outstanding orders and subcontracts as they relate to the terminated work. Contractor shall settle the liabilities and claims arising out of the termination of subcontracts and orders connected with the terminated work. The Agency Head or designee may direct Contractor to assign Contractor's right, title, and interest under terminated orders or subcontracts to the State. Contractor must still complete the work not terminated

4.3.2.3 Termination for the Contractor Bankruptcy

This contract may be terminated in whole or in part by DOM upon written notice to Contractor, if Contractor should become insolvent, become the subject of bankruptcy or receivership proceedings, whether voluntary or involuntary, upon the execution by Contractor of an assignment for the benefit of its creditors, avail itself of, or become subject to, any proceeding under the Bankruptcy Reform Act of 1978 or any other applicable Federal or State statute relating to insolvency or the protection of the rights of creditors.

In the event DOM elects to terminate the contract under this provision, it shall do so by sending Notice of Termination to the Contractor by certified mail, return receipt requested, or delivered in person. The date of termination shall be the close of business on the date specified in such notice to the Contractor. In the event of the

filing of a petition in bankruptcy by or against a principal subcontractor, the Contractor shall immediately so advise DOM. The Contractor shall ensure and shall satisfactorily demonstrate to DOM that all tasks related to the subcontract are performed in accordance with the terms of this contract.

In the event of such termination, Contractor shall be entitled to recover just and equitable compensation for satisfactory work performed under this contract, but in no case shall said compensation exceed the total contract price.

4.3.2.4 Availability of Funds

It is expressly understood and agreed that the obligation of DOM to proceed under this contract is conditioned upon the appropriation of funds by the Mississippi State Legislature and the receipt of State and/or Federal funds. If the funds anticipated for the continuing fulfillment of the contract are, at any time, not forthcoming or insufficient, either through the failure of the Federal government to provide funds or of the State of Mississippi to appropriate funds or the discontinuance or material alteration of the program under which the funds were provided or if funds are not otherwise available to DOM, DOM shall have the right upon ten (10) working days written notice to the Contractor, to terminate this contract without damage, penalty, cost, or expenses to DOM of any kind whatsoever. The effective date of termination shall be as specified in the notice of termination.

4.3.3 Procedure on Termination

4.3.3.1 Contractor Responsibilities

Upon delivery by certified mail, return receipt requested, or in person to the Contractor a Notice of Termination specifying the nature of the termination, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective, the Contractor shall:

- Stop work under the contract on the date and to the extent specified in the Notice of Termination;
- Place no further orders or subcontracts for materials, services or facilities, except as may be necessary for completion of such portion of the work in progress under the contract until the effective date of termination;
- Terminate all orders and subcontracts to the extent that they relate to the performance of work terminated by the Notice of Termination;
- Deliver to DOM within the time frame as specified by DOM in the Notice of Termination, copies of all data and documentation in the appropriate media and make available all records required to assure continued delivery of services to beneficiaries and providers at no cost to DOM;
- Complete the performance of the work not terminated by the Notice of Termination;
- Take such action as may be necessary, or as DOM may direct, for the protection and preservation of the property related to the contract which is in the possession of the Contractor and in which DOM has or may acquire an interest;
- Fully train DOM staff or other individuals at the direction of DOM in the operation and maintenance of the process;
- Promptly transfer all information necessary for the reimbursement of any outstanding claims; and

- Complete each portion of the Turnover Phase after receipt of the Notice of Termination. The Contractor shall proceed immediately with the performance of the above obligations notwithstanding any allowable delay in determining or adjusting the amount of any item of reimbursable price under this clause.

The Contractor has an absolute duty to cooperate and help with the orderly transition of the duties to DOM or its designated Contractor following termination of the contract for any reason.

4.3.3.2 DOM Responsibilities

Except for Termination for Contractor Default, DOM will make payment to the Contractor on termination and at contract price for completed deliverables delivered to and accepted by DOM. The Contractor shall be reimbursed for partially completed deliverables, accepted by DOM, at a price commensurate with actual cost of performance.

In the event of the failure of the Contractor and DOM to agree in whole or in part as to the amounts to be paid to the Contractor in connection with any termination described in this RFP, DOM shall determine on the basis of information available the amount, if any, due to the Contractor by reason of termination and shall pay to the Contractor the amount so determined.

The Contractor shall have the right of appeal, as stated under Disputes (Paragraph 4.9.5) from any such determination made by DOM.

4.3.4 Assignment of the Contract

The Contractor shall not sell, transfer, assign, or otherwise dispose of the contract or any portion thereof or of any right, title, or interest therein without the prior written consent of DOM. Any such purported assignment or transfer shall be void. If approved, any assignee shall be subject to all terms and conditions of this contract and other supplemental contractual documents. No approval by DOM of any assignment may be deemed to obligate DOM beyond the provisions of this contract. This provision includes reassignment of the contract due to change in ownership of the Contractor. DOM shall at all times be entitled to assign or transfer its rights, duties, and/or obligations under this contract to another governmental agency in the State of Mississippi upon giving prior written notice to the Contractor.

4.3.5 Excusable Delays/Force Majeure

The Contractor and DOM shall be excused from performance under this contract for any period that they are prevented from performing any services under this contract as a result of an act of God, war, civil disturbance, epidemic, court order, government act or omission, or other cause beyond their reasonable control. When such a cause arises, the Contractor shall notify DOM immediately in writing of the cause of its inability to perform, how it affects its performance, and the anticipated duration of the inability to perform. Delays in delivery or in meeting completion dates due to force majeure events shall automatically extend such dates for a period equal to the duration of the delay caused by such events, unless DOM determines it to be in its best interest to terminate the Contract.

4.3.6 Applicable Law

The contract shall be governed by and construed in accordance with the laws of the State of Mississippi, excluding its conflict of laws, provisions, and any litigation with respect thereto shall be brought in the courts of the State of Mississippi. The Contractor shall comply with applicable Federal, State, and local laws and regulations including,

but not limited to, Title VI of the Civil Rights Act of 1964; Title IX of the Education Amendments of 1972 (regarding education programs and activities); the Age Discrimination Act of 1975; the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990 as amended; section 1557 of the Patient Protection and Affordable Care Act; and all other State and Federal laws and regulations referenced in this RFP.

4.4 NOTICES

Whenever, under this RFP, one party is required to give notice to the other, except for purposes of Notice of Termination under Section 4.3, such notice shall be deemed given upon delivery, if delivered by hand, or upon the date of receipt or refusal, if sent by registered or certified mail, return receipt requested or by other carriers that require signature upon receipt. Notice may be delivered by facsimile transmission, with original to follow by certified mail, return receipt requested, or by other carriers that require signature upon receipt, and shall be deemed given upon transmission and facsimile confirmation that it has been received. Notices shall be addressed as follows:

In case of notice to the Contractor:

Project Manager
Street Address
City, State Zip Code

In case of notice to DOM:

Executive Director
Division of Medicaid
550 High St., Suite 1000
Jackson, Mississippi 39201

Copy to Contract Administrator, DOM

4.5 COST OR PRICING DATA

If DOM determines that any price, including profit or fee, negotiated in connection with this RFP was increased because the Contractor furnished incomplete or inaccurate cost or pricing data not current as certified in the Contractor's certification of current cost or pricing data, then such price or cost shall be reduced accordingly and this RFP shall be modified in writing and acknowledged by the Contractor to reflect such reduction.

4.6 SUBCONTRACTING

The Contractor is solely responsible for fulfillment of the contract terms with DOM. DOM will make contract payments only to the Contractor.

The Contractor shall not subcontract any portion of the services to be performed under this contract without the prior written approval of DOM. The Contractor shall notify DOM not less than thirty (30) days in advance of its desire to subcontract and include a copy of the proposed subcontract with the proposed subcontractor.

Approval of any subcontract shall neither obligate DOM nor the State of Mississippi as a party to that subcontract nor create any right, claim, or interest for the subcontractor against the State of Mississippi or DOM, their agents, their employees, their representatives, or successors.

Any subcontract shall be in writing and shall contain provisions such that it is consistent with the Contractor's obligations pursuant to this Contract.

The Contractor shall be solely responsible for the performance of any subcontractor under such subcontract approved by DOM.

The Contractor shall give DOM immediate written notice by certified mail, facsimile, or any other carrier that requires signature upon receipt of any action or suit filed and prompt notice of any claim made against the Contractor or subcontractor which in the opinion of the Contractor may result in litigation related in any way to the contract with DOM.

4.7 PROPRIETARY RIGHTS

4.7.1 Ownership of Documents

Where activities supported by this contract produce original writing, sound recordings, pictorial reproductions, drawings, or other graphic representation and works of any similar nature, DOM shall have the right to use, duplicate, and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others do so. If the material is qualified for copyright, the Contractor may copyright such material, with approval of DOM, but DOM shall reserve a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, and use such materials, in whole or in part, and to authorize others to do so.

4.7.2 Ownership of Information and Data

DOM, DHHS, CMS, the State of Mississippi, and/or their agents shall have unlimited rights to use, disclose, or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Contractor under any contract resulting from this RFP.

The Contractor agrees to grant in its own behalf and on behalf of its agents, employees, representatives, assignees, and subcontractors to DOM, DHHS, CMS and the State of Mississippi and to their officers, agents, and employees acting in their official capacities a royalty-free, non-exclusive, and irrevocable license throughout the world to publish, reproduce, translate, deliver, and dispose of all such information now covered by copyright of the proposed Contractor.

Excluded from the foregoing provisions in this Section 4.7.2, however, are any pre-existing, proprietary tools owned, developed, or otherwise obtained by Contractor independent of this Contract. Contractor is and shall remain the owner of all rights, title and interest in and to the Proprietary Tools, including all copyright, patent, trademark, trade secret and all other proprietary rights thereto arising under Federal and State law, and no license or other right to the Proprietary Tools is granted or otherwise implied. Any right that DOM may have with respect to the Proprietary Tools shall arise only pursuant to a separate written agreement between the parties.

4.7.3 Public Information

Offerors shall provide an electronic, single document version of proposals redacting those provisions of the proposal which contain trade secrets or other proprietary data. However, Offerors should be aware that their un-

redacted proposals are considered public record and are subject to release by DOM pursuant to and in accordance with Miss. Code Ann. § 25-61-1 (1972, as amended) absent a court-issued protective order or agreement by the requesting party to receive a redacted version.

4.7.4 Right of Inspection

DOM, the Mississippi Department of Audit, DHHS, CMS, OIG, the General Accounting Office (GAO), or any other auditing agency prior-approved by DOM, or their authorized representative shall, at all reasonable times, have the right to enter onto the Contractor's premises, or such other places where duties under this contract are being performed, to inspect, monitor, or otherwise evaluate (including periodic systems testing) the work being performed. The Contractor shall provide access to all facilities and assistance for DOM and Mississippi Audit Department representatives. All inspections and evaluations shall be performed in such a manner as will not unduly delay work. Refusal by the Contractor to allow access to all documents, papers, letters or other materials, shall constitute a breach of contract. All audits performed by persons other than DOM staff will be coordinated through DOM and its staff.

4.7.5 Licenses, Patents and Royalties

DOM does not tolerate the possession or use of unlicensed copies of proprietary software. The Contractor shall be responsible for any penalties or fines imposed as a result of unlicensed or otherwise defectively titled software.

The Contractor, without exception, shall indemnify, save, and hold harmless DOM and its employees from liability of any nature or kind, including cost and expenses for or on account of any copyrighted, patented, or non-patented invention, process, or article manufactured by the Contractor. DOM will provide prompt written notification of a claim of copyright or patent infringement.

Further, if such a claim is made or is pending, the Contractor may, at its option and expense, procure for DOM the right to continue use of, replace or modify the article to render it non-infringing. If none of the alternatives are reasonably available, the Contractor agrees to take back the article and refund the total amount DOM has paid the Contractor under this contract for use of the article.

If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the proposed prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

4.7.6 Records Retention Requirements

The Contractor shall maintain detailed records evidencing all expenses incurred pursuant to the Contract, the provision of services under the Contract, and complaints, for the purpose of audit and evaluation by DOM and other Federal or State personnel. All records, including training records, pertaining to the contract must be readily retrievable within three (3) business days for review at the request of DOM and its authorized representatives. All records shall be maintained and available for review by authorized Federal and State personnel during the entire term of the Contract and for a period of ten (10) years thereafter, unless an audit is in progress or there is pending litigation. The right to audit shall exist for ten (10) years from the final date of the contract period or from the date of completion of any audit, whichever is later.

4.8 REPRESENTATION REGARDING CONTINGENT FEES

The Offeror represents that it has not retained a person to solicit or secure a State contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except as disclosed in the Offeror's bid or proposal.

4.9 INTERPRETATIONS/CHANGES/DISPUTES

The RFP in its entirety is a part of the Contract. In the event of a dispute or conflict among any of the components of the contract, the contract shall govern. After the Contract, the order of priority is: Attachment D, Bidder Questions and Answers; Attachment C or E, the Business Proposal or BAFO, if applicable; Attachment A, the RFP; Attachment B the Technical Proposal.

All the documents shall be read and construed as far as possible to be one harmonious whole; however, in the event of a conflict or dispute, the above list is the list of priority.

DOM reserves the right to clarify any contractual relationship in writing and such clarification will govern in case of conflict with the requirements of the RFP. Any ambiguity in the RFP shall be construed in favor of DOM.

The contract represents the entire agreement between the Contractor and DOM and it supersedes all prior negotiations, representations, or agreements, either written or oral between the parties hereto relating to the subject matter hereof.

4.9.1 Conformance with Federal and State Regulations

The Contractor shall be required to conform to all Federal and State laws, regulations, and policies as they exist or as amended.

In the event that the Contractor requests that the Executive Director of DOM or his/her designee issue policy determinations or operating guidelines required for proper performance of the contract, DOM shall do so in a timely manner. The Contractor shall be entitled to rely upon and act in accordance with such policy determinations and operating guidelines unless the Contractor acts negligently, maliciously, fraudulently, or in bad faith.

The Contractor expressly agrees to all of the provisions and requirements as set forth in the State Plan for Medical Assistance approved by the State of Mississippi and by the Secretary of the United States Department of Health and Human Services, pursuant to Title XIX of the Social Security Act, and understands those provisions and requirements are also incumbent on the Contractor.

4.9.2 Waiver

No assent, expressed or implied, by the parties hereto to the breach of the provisions or conditions of this contract shall be deemed or taken to be a waiver of any succeeding breach of the same or any other provision or condition and shall not be construed to be a modification of the terms of this Contract.

Moreover, no delay or omission by either party to this contract in exercising any right, power, or remedy hereunder or otherwise afforded by contract, at law, or in equity shall constitute an acquiescence therein, impair any other right, power or remedy hereunder or otherwise afforded by any means, or operate as a waiver of such right, power, or remedy. No waiver by either party to this contract shall be valid unless set forth in writing by the party making

said waiver. No waiver of or modification to any term or condition of this contract will void, waive, or change any other term or condition. No waiver by one party to this contract of a default by the other party will imply, be construed as or require waiver of future or other defaults.

4.9.3 Severability

If any part, term or provision of the contract (including items incorporated by reference) is held by the courts or other judicial body to be illegal or in conflict with any law of the State of Mississippi or any Federal law, the validity of the remaining portions or provisions shall not be affected and the obligations of the parties shall be construed in full force as if the contract did not contain that particular part, term or provision held to be invalid.

4.9.4 Change Orders and/or Amendments

The Executive Director of DOM or designated representative may, at any time, by written order delivered to the Contractor at least thirty (30) days prior to the commencement date of such change, make administrative changes within the general scope of the contract. If any such change causes an increase or decrease in the cost of the performance of any part of the work under the contract an adjustment commensurate with the costs of performance under this contract shall be made in the contract price or delivery schedule or both. Any claim by the Contractor for equitable adjustment under this clause must be asserted in writing to DOM within thirty (30) days from the date of receipt by the Contractor of the notification of change. Failure to agree to any adjustment shall be a dispute within the meaning of the Disputes Clause of this Contract. Nothing in this clause, however, shall in any manner excuse the Contractor from proceeding diligently with the contract as changed.

If the parties are unable to reach an agreement within thirty (30) days of DOM receipt of the Contractor's cost estimate, the Executive Director of DOM shall make a determination of the revised price, and the Contractor shall proceed with the work according to a schedule approved by DOM subject to the Contractor's right to appeal the Executive Director's determination of the price pursuant to the Disputes clause.

The rate of payment for changes or amendments completed per contract year shall be at the rates specified by the Contractor's proposal.

At any time during the term of this contract, DOM may increase the quantity of goods or services purchased under this contract by sending the Contractor a written amendment or modification to that effect which references this contract and is signed by the Executive Director of DOM. The purchase price shall be the lower of the unit cost identified in the Contractor's proposal or the Contractor's then-current, published price. The foregoing shall not apply to services provided to DOM at no charge. The delivery schedule for any items added by exercise of this option shall be set by mutual agreement.

4.9.5 Disputes

Any dispute concerning the contract which is not disposed of by agreement shall be decided by the Executive Director of DOM who shall reduce such decision to writing and mail or otherwise furnish a copy thereof to the Contractor. The decision of the Executive Director shall be final and conclusive. Nothing in this paragraph shall be construed to relieve the Contractor of full and diligent performance of the contract.

4.9.6 Cost of Litigation

In the event that DOM deems it necessary to take legal action to enforce any provision of the contract, the Contractor shall bear the cost of such litigation, as assessed by the court, in which DOM prevails. Neither the State of Mississippi nor DOM shall bear any of the Contractor's cost of litigation for any legal actions initiated by the Contractor against DOM regarding the provisions of the contract. Legal action shall include administrative proceedings.

4.9.7 Attorney Fees

The Contractor agrees to pay reasonable attorney fees incurred by the State and DOM in enforcing this contract or otherwise reasonably related thereto.

4.10 INDEMNIFICATION

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors from any and all claims and losses accruing or resulting to any and all the Contractor employees, agents, subcontractors, laborers, and any other person, association, partnership, entity, or corporation furnishing or supplying work, services, materials, or supplies in connection with performance of this contract, and from any and all claims and losses accruing or resulting to any such person, association, partnership, entity, or corporation who may be injured, damaged, or suffer any loss by the Contractor in the performance of the contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors against any and all liability, loss, damage, costs or expenses which DOM may sustain, incur or be required to pay: 1.) by reason of any person suffering personal injury, death or property loss or damage of any kind either while participating with or receiving services from the Contractor under this contract, or while on premises owned, leased, or operated by the Contractor or while being transported to or from said premises in any vehicle owned, operated, leased, chartered, or otherwise contracted for or in the control of the Contractor or any officer, agent, or employee thereof; or 2.) by reason of the Contractor or its employee, agent, or person within its scope of authority of this contract causing injury to, or damage to the person or property of a person including but not limited to DOM or the Contractor, their employees or agents, during any time when the Contractor or any officer, agent, employee thereof has undertaken or is furnishing the services called for under this contract.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors against any and all liability, loss, damages, costs or expenses which DOM or the State may incur, sustain or be required to pay by reason of the Contractor, its employees, agents or assigns: 1.) failing to honor copyright, patent or licensing rights to software, programs or technology of any kind in providing services to DOM, or 2.) breaching in any manner the confidentiality required pursuant to Federal and State law and regulations.

The Contractor agrees to indemnify, defend, save, and hold harmless DOM, the State of Mississippi, their officers, agents, employees, representatives, assignees, and Contractors from all claims, demands, liabilities, and suits of any nature whatsoever arising out of the contract because of any breach of the contract by the Contractor, its agents or employees, including but not limited to any occurrence of omission or commission or negligence of the Contractor, its agents or employees.

If in the reasonable judgment of DOM a default by the Contractor is not so substantial as to require termination and reasonable efforts to induce the Contractor to cure the default are unsuccessful and the default is capable of being cured by DOM or by another resource without unduly interfering with the continued performance of the Contractor, DOM may provide or procure such services as are reasonably necessary to correct the default. In such event, the Contractor shall reimburse DOM for the entire cost of those services. DOM may deduct the cost of those services from the Contractor's monthly administrative invoices. The Contractor shall cooperate with DOM or those procured resources in allowing access to facilities, equipment, data or any other Contractor resources to which access is required to correct the default. The Contractor shall remain liable for ensuring that all operational performance standards remain satisfied.

4.10.1 No Limitation of Liability

Nothing in this contract shall be interpreted as excluding or limiting any liability of the Contractor for harm caused by the intentional or reckless conduct of the Contractor, or for damages incurred in the negligent performance of duties by the Contractor, or for the delivery by the Contractor of products that are defective, or for breach of contract or any other duty by the Contractor. Nothing in the contract shall be interpreted as waiving the liability of the Contractor for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense related to the Contractor's conduct or performance under this contract.

4.10.2 Third Party Action Notification

Contractor shall give DOM prompt notice in writing of any action or suit filed, and prompt notice of any claim made against Contractor by any entity that may result in litigation related in any way to this Contract.

4.11 STATUS OF THE CONTRACTOR

4.11.1 Independent Contractor

It is expressly agreed that the Contractor is an Independent Contractor performing professional services for DOM and is not an officer or employee of the State of Mississippi or DOM. It is further expressly agreed that the contract shall not be construed as a partnership or joint venture between the Contractor and DOM.

The Contractor shall be solely responsible for all applicable taxes, insurance, licensing and other costs of doing business. Should the Contractor default on these or other responsibilities jeopardizing the Contractor's ability to perform services effectively, DOM, in its sole discretion, may terminate this contract.

The Contractor shall not purport to bind DOM, its officers or employees nor the State of Mississippi to any obligation not expressly authorized herein unless DOM has expressly given the Contractor the authority to do so in writing.

The Contractor shall give DOM immediate notice in writing of any action or suit filed, or of any claim made by any party which might reasonably be expected to result in litigation related in any manner to this contract or which may impact the Contractor's ability to perform.

No other agreements of any kind may be made by the Contractor with any other party for furnishing any information or data accumulated by the Contractor under this contract or used in the operation of this program without the written approval of DOM. Specifically, DOM reserves the right to review any data released from reports, histories, or data files created pursuant to this Contract.

In no way shall the Contractor represent itself directly or by inference as a representative of the State of Mississippi or DOM except within the confines of its role as an Independent Contractor for DOM. DOM's approval must be received in all instances in which the Contractor distributes publications, presents seminars or workshops, or performs any other outreach.

The Contractor shall not use DOM's name or refer to the contract and the services provided therein directly or indirectly in any advertisement, news release, professional trade or business presentation without prior written approval from DOM.

4.11.2 Employment of DOM Employees

The Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract, any professional or technical personnel who are or have been at any time during the period of the contract in the employ of DOM, without the written consent of DOM. Further, the Contractor shall not knowingly engage in this project, on a full-time, part-time, or other basis during the period of the contract, any former employee of DOM who has not been separated from DOM for at least one year, without the written consent of DOM.

The Contractor shall give priority consideration to hiring interested and qualified adversely affected State employees at such times as requested by DOM to the extent permitted by this contract or State law.

4.11.3 Conflict of Interest

No official or employee of DOM and no other public official of the State of Mississippi or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of the project shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. A violation of this provision shall constitute grounds for termination of this contract. In addition, such violation will be reported to the State Ethics Commission, Attorney General, and appropriate Federal law enforcement officers for review.

The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants that in the performance of the contract no person having any such known interests shall be employed including subsidiaries or entities that could be misconstrued as having a joint relationship, and no immediate family members of Medicaid providers shall be employed by the Contractor.

4.11.4 Personnel Practices

All employees of the Contractor involved in the Medicaid function will be paid as any other employee of the Contractor who works in another area of their organization in a similar position. The Contractor shall develop any and all methods to encourage longevity in Contractor's staff assigned to this contract.

Employees of the Contractor shall receive all benefits afforded to other similarly situated employees of the Contractor.

The Contractor shall sign the Drug Free Workplace Certificate (Exhibit 1).

4.11.5 No Property Rights

No property rights inure to the Contractor except for compensation for work that has already been performed.

4.12 EMPLOYMENT PRACTICES and COMPLIANCE WITH LAWS

The Contractor understands that DOM is an equal opportunity employer and therefore, maintains a policy which prohibits unlawful discrimination based on race, color, creed, religion, sex, age, national origin, physical handicap, disability, genetic information, political affiliation, ancestry, limited English proficiency, or any other consideration made unlawful by Federal, State, or local laws. All such discrimination is unlawful and the Contractor agrees during the term of the contract that the Contractor shall strictly adhere to this policy in its employment practices and provision of services, including, but not limited to, hiring, termination/discharge, promotion/demotion, or other terms and conditions of employment. The Contractor shall comply with, and all activities under this contract shall be subject to, all applicable Federal, State of Mississippi, and local laws and regulations related to unlawful discrimination, as now existing and as may be amended or modified.

The Contractor agrees to post in conspicuous places, available to employees and applicants for employment notices setting forth the provisions of this clause.

The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, age, national origin, physical handicap, disability, genetic information, political affiliation, ancestry, limited English proficiency, or any other consideration made unlawful by Federal, State, or local laws, except where it relates to a bona fide occupational qualification or requirement.

The Contractor shall comply with the non-discrimination clause contained in Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor and with Title 41, Code of Federal Regulations, Chapter 60. The Contractor shall comply with related State laws and regulations, if any.

The Contractor shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations thereunder, and Section 504 of Title V of the Rehabilitation Act of 1973, as amended, and related State laws and regulations, if any.

If DOM finds that the Contractor is not in compliance with any of these requirements at any time during the term of this contract, DOM reserves the right to terminate this contract or take such other steps as it deems appropriate, in its sole discretion, considering the interests and welfare of the State.

4.13 OWNERSHIP AND FINANCIAL INFORMATION

4.13.1 Information to Be Disclosed

In accordance with 42 C.F.R. § 455.104(b), the Contractor shall disclose the following:

1. The name and address of any individual or corporation with an ownership or control interest in the disclosing entity, DOM's fiscal agent, or managed care entity. The address for corporate entities shall include as applicable primary business, every business location, and P.O. Box address;
2. Date of birth and Social Security Number (in the case of an individual);
3. Other tax identification number (in the case of a corporation) with an ownership or control interest in the disclosing entity (or DOM's fiscal agent or managed care entity) or in any subcontractor in which the disclosing entity (or DOM's fiscal agent or managed care entity) has a five percent (5%) or more interest;
4. Whether the individual or corporation with an ownership or control interest in the disclosing entity (or

DOM's fiscal agent or managed care entity) is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child, or sibling; or whether the individual or corporation with an ownership or control interest in any subcontractor in which the disclosing entity (or DOM's fiscal agent or managed care entity) has a five percent (5%) or more interest is related to another person with ownership or control interest in the disclosing entity as a spouse, parent, child, or sibling;

5. The name of any other disclosing entity (or DOM's fiscal agent or managed care entity) in which an owner of the disclosing entity (or DOM's fiscal agent or managed care entity) has an ownership or control interest; and,
6. The name, address, date of birth, and Social Security Number of any managing employee of the disclosing entity (or DOM's fiscal agent or managed care entity).

4.13.2 When Information Will Be Disclosed

In accordance with 42 C.F.R. § 455.104(c), disclosures from the Contractor are due at any of the following times:

1. Upon the Contractor submitting a proposal in accordance with the State's procurement process;
2. Annually, including upon the execution, renewal, and extension of the contract with the State; and,
3. Within thirty-five (35) days after any change in ownership of the Contractor.

4.13.3 To Whom Information Will Be Disclosed

In accordance with 42 C.F.R. § 455.104(d), all disclosures shall be provided to DOM, the State's designated Medicaid agency.

4.13.4 Federal Financial Participation

In accordance with 42 C.F.R. § 455.104(e), Federal financial participation (FFP) is not available in payments made to a disclosing entity that fails to disclose ownership or control information as required by said section.

4.13.5 Information Related to Business Transactions

In accordance with 42 C.F.R. § 455.105, the Contractor shall fully disclose all information related to business transactions. The Contractor shall submit, within thirty-five (35) days of the date on a request by the Secretary or DOM, full and complete information about:

1. The ownership of any subcontractor with whom the Contractor has had business transactions totaling more than twenty-five thousand dollars and zero cents (\$25,000.00) during the 12-month period ending on the date of the request; and,
2. Any significant business transactions between the Contractor and any wholly owned supplier, or between the Contractor and any subcontractor, during the 5-year period ending on the date of the request.

4.13.6 Disclosure of Identity of Any Person Convicted of a Criminal Offense

In accordance with 42 C.F.R. § 455.106(a), the Contractor shall disclose to DOM the identity of any person who:

1. Has ownership or control interest in the Contractor, or is an agent or managing employee of the Contractor; and,

2. Has been convicted of a criminal offense related to that person's involvement in any program under Medicare, Medicaid, or the Title XX services program since the inception of those programs.

4.13.7 Disclosure to the Inspector General

In accordance with 42 C.F.R. § 455.106(b), DOM must notify the Inspector General of the Department of any disclosures under § 455.106(a) within twenty (20) working days from the date it receives the information. DOM must also promptly notify the Inspector General of the Department of any action it takes on the Contractor's agreement and participation in the program.

4.13.8 DOM's Right of Refusal

In accordance with 42 C.F.R. § 455.106(c), DOM may refuse to enter into or renew an agreement with a Contractor if any person who has an ownership or control interest in the Contractor, or who is an agent or managing employee of the Contractor, has been convicted of a criminal offense related to that person's involvement in any program established under Medicare, Medicaid, or the Title XX Services Program. Further, DOM may refuse to enter into or may terminate a Contractor agreement if it determines that the Contractor did not fully and accurately make any disclosure required under 42 C.F.R. § 455.106(a).

4.13.9 Additional Requirements of DOM and Contractors

In accordance with 42 C.F.R. § 455.436, the State Medicaid agency and all Medicaid Contractors shall do the following:

1. Confirm the identity and determine the exclusion status of Contractors/subcontractors and any person with an ownership or control interest or who is an agent or managing employee of the Contractor/subcontractor through routine checks of Federal databases; and,
2. Consult appropriate databases to confirm identity of the above-mentioned persons and entities by searching the List of Excluded Individuals/Entities (LEIE) and the System for Award Management (SAM) upon enrollment, re-enrollment, credentialing, or re-credentialing, and no less frequently than monthly thereafter, to ensure that the State does not pay Federal funds to excluded persons or entities.

4.14 RISK MANAGEMENT

The Contractor may insure any portion of the risk under the provision of the contract based upon the Contractor's ability (size and financial reserves included) to survive a series of adverse experiences, including withholding of payment by DOM, or imposition of assessments by DOM.

On or before beginning performance under this Contract, the Contractor shall obtain from an insurance company, duly authorized to do business and doing business in Mississippi, insurance as follows:

4.14.1 Workers' Compensation

The Contractor shall take out and maintain, during the life of this contract, workers' compensation insurance for all employees employed under the contract in Mississippi. Such insurance shall fully comply with the Mississippi Workers' Compensation Law. In case any class of employees engaged in hazardous work under this contract at the

site of the project is not protected under the Workers' Compensation Statute, the Contractor shall provide adequate insurance satisfactory for protection of his or her employees not otherwise protected.

4.14.2 Liability

The Contractor shall ensure that professional staff and other decision making staff shall be required to carry professional liability insurance in an amount commensurate with the professional responsibilities and liabilities under the terms of this RFP and other supplemental contractual documents.

The Contractor shall obtain, pay for and keep in force during the contract period general liability insurance against bodily injury or death in an amount commensurate with the responsibilities and liabilities under the terms of this RFP; and insurance against property damage and fire insurance including contents coverage for all records maintained pursuant to this contract in an amount commensurate with the responsibilities and liabilities under the terms of this RFP. On an annual basis, the Contractor shall furnish to DOM certificates evidencing such insurance is in effect on the first working day following contract signing.

4.15 CONFIDENTIALITY OF INFORMATION

4.15.1 Confidentiality of Beneficiary Information

All information as to personal facts and circumstances concerning Medicaid beneficiaries obtained by the Contractor shall be treated as privileged communications, shall be held confidential, and shall not be divulged without the written consent of DOM and the written consent of the enrolled beneficiary, his attorney, or his responsible parent or guardian, except as may be required by DOM.

The use or disclosure of information concerning beneficiaries shall be limited to purposes directly connected with the administration of the contract.

All of the Contractor officers and employees performing any work for or on the contract shall be instructed in writing of this confidentiality requirement and required to sign such a document upon employment and annually thereafter.

The Contractor shall immediately notify DOM of any unauthorized possession, use, knowledge or attempt thereof, of DOM's data files or other confidential information. The Contractor shall immediately furnish DOM full details of the attempted unauthorized possession, use or knowledge, and assist in investigating or preventing the recurrence thereof.

This requirement of confidentiality survives the term of the contract between DOM and Contractor.

4.15.2 Release of Public Information

Offerors must provide an electronic, single document version of proposals redacting those provisions of the proposal which contain trade secrets or other proprietary data which they believe may remain confidential in accordance with Miss. Code Ann. § 25-61-9 (1972, as amended) and other applicable State and Federal laws, if any. Offerors should be aware that the un-redacted version of their proposals is considered public record and is subject to release by DOM pursuant to and in accordance with Miss. Code Ann. § 25-61-1, *et seq.* (1972, as amended).

In the event that either party to the executed Contract receives notice that a third party requests divulgence of confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of confidential or otherwise protected information, that party shall promptly inform the other party and thereafter respond in conformity with such subpoena to the extent mandated by State law. This provision shall survive termination or completion of the executed Contract. The parties agree that this provision is subject to and superseded by Miss. Code Ann. § 25-61-1, *et seq.* (1972, as amended) regarding Public Access to Public Records.

4.15.3 Trade Secrets, Commercial and Financial Information

It is expressly understood that Mississippi law requires that the provisions of this contract which contain the commodities purchased or the personal or professional services provided, the price to be paid, and the term of the contract shall not be deemed to be a trade secret or confidential commercial or financial information and shall be available for examination, copying, or reproduction.

4.15.4 Transparency

This contract, including any accompanying exhibits, attachments, and appendices, is subject to the “Mississippi Public Records Act of 1983,” and its exceptions. See Miss. Code Ann. § 25-61-1 *et seq.*, (1972, as amended). In addition, this contract is subject to the provisions of the Mississippi Accountability and Transparency Act of 2008. Miss. Code Ann. § 27-104-151 *et seq.* (1972, as amended).

Unless exempted from disclosure due to a court-issued protective order, a copy of this executed contract is required to be posted to the Department of Finance and Administration’s independent agency contract website for public access at <http://www.transparency.mississippi.gov>. Information identified by the Contractor as information which is required confidential by State or Federal law or outside the applicable freedom of information statutes shall be redacted by the Offeror.

This contract, including any accompanying exhibits, attachments, and appendices, is subject to the “Mississippi Public Records Act of 1983,” and its exceptions. See Miss. Code Ann. §§ 25-61-1 *et seq.*, (1972, as amended) and Miss. Code Ann. § 79-23-1 (1972, as amended). In addition, this contract is subject to the provisions of the Mississippi Accountability and Transparency Act of 2008. Miss. Code Ann. §§ 27-104-151 *et seq.* (1972, as amended). Unless exempted from disclosure due to a court-issued protective order, a copy of this executed contract is required to be posted to the Department of Finance and Administration’s independent agency contract website for public access at <http://www.transparency.mississippi.gov>. Information identified by Contractor as trade secrets, or other proprietary information, including confidential vendor information, or any other information which is required confidential by state or federal law or outside the applicable freedom of information statutes, will be redacted by the contractor.

4.16 THE CONTRACTOR COMPLIANCE ISSUES

The Contractor agrees that all work performed as part of this contract shall comply fully with administrative and other requirements established by Federal and State laws, regulations and guidelines, and assumes responsibility for full compliance with all such laws, regulations and guidelines, and agrees to fully reimburse DOM for any loss of funds, resources, overpayments, duplicate payments or incorrect payments resulting from noncompliance by the Contractor, its staff, or agents, as revealed in any audit. In addition the Contractor agrees that all work performed shall comply with all CMS guidelines necessary to maintain the enhanced funding provided by CMS for eligibility and enrollment systems development.

4.16.1 Federal, State, and Local Taxes

Unless otherwise provided herein, the contract price shall include all applicable Federal, State, and local taxes.

The Contractor shall pay all taxes lawfully imposed upon it with respect to this contract or any product delivered in accordance herewith. DOM makes no representation whatsoever as to exemption from liability to any tax imposed by any governmental entity on the Contractor.

4.16.2 License Requirements

The Contractor shall have, or obtain, any license/permits that are required prior to and during the performance of work under this contract.

4.16.3 Privacy/Security Compliance

The Contractor shall execute DOM's Business Associate Agreement (BAA) and Data Use Agreement (DUA) before contract execution. The BAA and DUA can be found on the Procurement Website at <http://www.medicaid.ms.gov/resources/procurement/>. Moreover, all activities under this contract shall be performed in accordance with all applicable Federal and/or State laws, rules and/or regulations including the Administrative Simplification provisions of HIPAA, as amended by the Genetic Information Nondiscrimination Act (GINA) of 2008 and the Health Information Technology for Economic and Clinical Health Act (HITECH Act), Title XIII of Division A, and Title IV of Division B of the American Recovery and Reinvestment Act (ARRA) of 2009, and their implementing regulations at 45 C.F.R. Parts 160, 162, and 164, involving electronic data interchange, code sets, identifiers, and the security and privacy of protected health information (PHI), as may be applicable to the services under this Contract. Each party to this contract shall treat all data and information to which it has access under this contract as confidential information to the extent that confidential treatment of same is required under Federal and State law and shall not disclose same to a third party without specific written consent of the other party. In the event that either party receives notice that a third party requested divulgence of the confidential or otherwise protected information and/or has served upon it a subpoena or other validly issued administrative or judicial process ordering divulgence of the confidential or otherwise protected information, the party shall promptly inform the other party and thereafter respond in conformity with such subpoena as required by applicable State and/or Federal law, rules, and regulations. The provision herein shall survive the termination of the contract for any reason and shall continue in full force and effect and shall be binding upon both parties and their agents, employees, successors, assigns, subcontractors, or any party claiming an interest in the contract on behalf of, or under, the rights of the parties following termination.

4.16.4 Site Rules and Regulations

The Contractor shall use its best efforts to ensure that its employees and agents, while on DOM premises, shall comply with site rules and regulations.

4.16.5 Environmental Protection

The Contractor shall be in compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act (42 U.S.C. § 7606), Section 508 of the Clean Water Act (33 U.S.C. § 1368), Executive Order 11738, and applicable United States Environmental Protection Agency (EPA) regulations which prohibit the use under non-exempt Federal contracts, grants, or loans of facilities included on the EPA list of Violating

Facilities. The Contractor shall report violations to the applicable grantor Federal agency and the United States EPA Assistant Administrator for Enforcement.

4.16.6 Lobbying

The Contractor certifies, to the best of its knowledge and belief, that no Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, or an employee of a member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, member of Congress, an officer or employee of Congress or an employee of a member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit "Disclosure Form to Report Lobbying," in accordance with its instructions.

This certification is a material representation of fact upon which reliance is placed when entering into this contract. Submission of this certification is a prerequisite for making or entering into this contract imposed under 31 U.S.C. § 1352. Failure to file the required certification shall be subject to civil penalties for such failure.

The Contractor shall abide by lobbying laws of the State of Mississippi.

4.16.7 Bribes, Gratuities, and Kickbacks Prohibited

The receipt or solicitation of bribes, gratuities and kickbacks is strictly prohibited.

No elected or appointed officer or other employee of the Federal Government or of the State of Mississippi shall benefit financially or materially from this contract. No individual employed by the State of Mississippi shall be permitted any share or part of this contract or any benefit that might arise there from.

The Offeror or Contractor represents that it has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6-204 (Gratuities) of the *Mississippi Personal Service Contract Review Board Rules and Regulations*.

4.16.8 Small and Minority Businesses

DOM encourages the employment of small business and minority business enterprises. Therefore, the Contractor shall report, separately, the involvement in this contract of small businesses and businesses owned by minorities and women. Such information shall be reported on an invoice annually on the contract anniversary and shall specify the actual dollars contracted to-date with such businesses, actual dollars expended to date with such businesses, and the total dollars planned to be contracted for with such businesses on this contract.

4.16.9 Suspension and Debarment

The Contractor certifies that it is not suspended or debarred under Federal law and regulations or any other state's laws and regulations.

4.16.10 E-Payment

The Contractor agrees to accept all payments in United States currency via the State of Mississippi's electronic payment and remittance vehicle. DOM agrees to make payment in accordance with Mississippi law on "Timely Payments for Purchases by Public Bodies," which generally provides for payment of undisputed amounts by the agency within forty-five (45) days of receipt of invoice. Miss. Code Ann. § 31-7-305 (1972, as amended).

4.16.11 Paymode

Payments by state agencies using the State's accounting system shall be made and remittance information provided electronically as directed by the State. These payments shall be deposited into the bank account of the Contractor's choice. The State may, at its sole discretion, require the Contractor to electronically submit invoices and supporting documentation at any time during the term of this Contract. Contractor understands and agrees that the State is exempt from the payment of taxes. All payments shall be in United States currency.

4.16.12 E-VERIFICATION

If applicable, Contractor represents and warrants that it will ensure its compliance with the Mississippi Employment Protection Act of 2008, and will register and participate in the status verification system for all newly hired employees. Miss. Code Ann. §§ 71-11-1 *et seq.* (1972, as amended). The term "employee" as used herein means any person that is hired to perform work within the State of Mississippi. As used herein, "status verification system" means the Illegal Immigration Reform and Immigration Responsibility Act of 1996 that is operated by the United States Department of Homeland Security, also known as the E-Verify Program, or any other successor electronic verification system replacing the E-Verify Program. Contractor agrees to maintain records of such compliance. Upon request of the State and after approval of the Social provide a copy of each such verification. Contractor further represents and warrants that any person assigned to perform services hereafter meets the employment eligibility requirements of all immigration laws. The breach of this agreement may subject Contractor to the following:

- (1) termination of this contract for services and ineligibility for any state or public contract in Mississippi for up to three (3) years with notice of such cancellation/termination being made public;
- (2) The loss of any license, permit, certification or other document granted to Contractor by an agency, department or governmental entity for the right to do business in Mississippi for up to one (1) year; or, both.
- (3) In the event of such cancellations/termination, Contractor would also be liable for any additional costs incurred by the State due to Contract cancellation or loss of license or permit to do business in the State.

4.17 REPRESENTATION REGARDING GRATUITIES

The Offeror, represents that it has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6-204 (Gratuities) of the *Mississippi Personal Service Contract Review Board Rules and Regulations*.

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5. TECHNICAL PROPOSAL

5.1 INTRODUCTION

All proposals shall be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) with tabs delineating each section. One copy of the proposal shall be submitted on CD in a single searchable document in Microsoft Word or Adobe Acrobat (PDF) format.

The Technical Proposal must include the following sections:

1. Transmittal Letter;
2. Executive Summary;
3. Corporate Background and Experience (including audited financials);
4. Ownership and Financial Disclosure Information (Section 4.13 of the RFP);
5. Project Organization and Staffing;
6. Methodology;
7. Project Management and Control; and,
8. Work Plan and Schedule.

Items to be included under each of these headings are identified in the paragraphs below. Each section within the Technical Proposal should include all items listed in the paragraphs below. The evaluation of proposals will be done on a section-by-section basis. A format that easily follows the requirements and order of the RFP should be used.

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

5.2 TRANSMITTAL LETTER

The Transmittal Letter shall be in the form of a standard business letter on letterhead of the Offeror and shall be signed by an individual authorized to legally bind the Offeror. The transmittal letter should identify all material and enclosures being submitted in response to the RFP. Failure to include the statements or items listed below may result in rejection of the proposal. The transmittal letter shall include the following:

1. A statement indicating that the Offeror is a corporation or other legal entity;
2. A statement confirming that the Offeror is registered to do business and in “Good Standing” with the State of Mississippi and providing their corporate charter number to work in Mississippi, if applicable;
3. A statement identifying the Offeror’s Federal tax identification number;
4. A statement that, if the Offeror is awarded the contract, the Contractor agrees that any lost or reduced Federal matching money resulting from unacceptable performance of a Contractor task or responsibility, as defined in this RFP, shall be accompanied by reductions in State payments to the Contractor;
5. A statement identifying any prior project where the Offeror was terminated before the final solution was

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operational;

6. A statement that no attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal;
7. A statement that the Contractor has or has not (*use applicable word*) retained any person or agency on a percentage, commission, or other contingent arrangement to secure this contract;
8. A statement that the Offeror has not violated, is not violating, and promises that it will not violate the prohibition against gratuities set forth in Section 6-204 of the *Personal Service Contract Review Board Rules and Regulations*;
9. A statement of Affirmative Action, that the Offeror does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, political affiliation, national origin, disability or genetic information;
10. A statement that the Offeror agrees to the language of DOM's BAA and DUA;
11. A statement that no cost or pricing information has been included in this letter or any other part of the technical proposal;
12. A statement identifying by number and date all amendments to this RFP issued by DOM which have been received by the Offeror. If no amendments have been received, a statement to that effect should be included;
13. A statement that the Offeror has read, understands and agrees to all provisions of this RFP without reservation;
14. Certification that the Offeror's proposal will be firm and binding for one hundred eighty (180) days from the proposal due date;
15. A statement naming any outside firms responsible for writing the proposal;
16. A statement that the Contractor has included the signed Drug Free Workplace Certificate (Exhibit 1) (Contractor and all subcontractors);
17. A statement that the Offeror has included the signed DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters for Primary Covered Transactions (Exhibit 2) with the Transmittal letter;
18. All proposals submitted by corporations must contain certifications by the secretary, or other appropriate corporate official other than the corporate official signing the corporate proposal, that the corporate official signing the corporate proposal has the full authority to obligate and bind the corporation to the terms, conditions, and provisions of the proposal;
19. All proposals submitted must include a statement that the Offeror presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services under this contract, and it shall not employ, in the performance of this contract, any person having such interest; and,
20. If the proposal deviates from the detailed specifications and requirements of the RFP, the transmittal letter shall identify and explain these deviations. DOM reserves the right to reject any proposal containing such deviations or to require modifications before acceptance.

5.3 EXECUTIVE SUMMARY

The Executive Summary shall condense and highlight the contents of the Technical Proposal in such a way as to provide a broad understanding of the entire proposal. The Executive Summary shall include a summary of the proposed technical approach, the staffing structure, and the task schedule, including a brief overview of:

1. Proposed work plan;
2. Staff organizational structure;
3. Key personnel; and,
4. A brief discussion of the Offeror's understanding of the objectives and expectations of this RFP.

The Executive Summary should be no more than five (5) single-spaced typed pages in length.

5.4 CORPORATE BACKGROUND AND EXPERIENCE

The Corporate Background and Experience Section shall include for the Offeror details of the background of the company, its size and resources, details of corporate experience relevant to the proposed contract, audited financial statements (5 years required for audited financial statements), and a list of all current or recent Medicaid or related projects. The time frame to be covered should begin, at a minimum, in October 2011 through present date.

5.4.1 Corporate Background

The details of the background of the corporation, its size, and resources, shall cover:

1. Date established;
2. Location of the principal place of business;
3. Location of the place of performance of the proposed Contract;
4. Ownership (e.g.: public company, partnership, subsidiary);
5. Total number of employees;
6. Number of personnel currently engaged in project operations;
7. Computer resources;
8. Performance history and reputation;
9. Current products and services; and
10. Professional accreditations pertinent to the services provided by this RFP.

5.4.2 Audited Financial Statements

Audited financial statements for the contracting entity shall be provided for each of the last five (5) years, including, at a minimum:

1. Statement of income;
2. Balance sheet;
3. Statement of changes in financial position during the last five (5) years;
4. Statement of cash flow;
5. Auditors' reports;
6. Notes to financial statements; and,
7. Summary of significant accounting policies.

The State reserves the right to request any additional information to assure itself of an Offeror's financial status.

5.4.3 Corporate Experience

The Corporate Experience Section must present the details of the Offeror's experience with the type of service to be provided by this RFP and Medicaid experience. A minimum of three (3) corporate references are required for this type of experience. DOM will check references during the evaluation process at its option. Each reference shall include the client's name and address and the current telephone number of the client's responsible project administrator or of a senior official of the client who is familiar with the Offeror's performance and who may be contacted by DOM during the evaluation process. DOM reserves the right to contact officials of the client other than those indicated by the Offeror. Overlapping responsibilities on the same client's contract should be depicted so that they are easily recognized.

The Offeror shall provide for each experience:

1. The client's name;
2. Client references (including phone numbers);
3. Description of the work performed;
4. Time period of contract;
5. Total number of staff hours expended during time period of contract;
6. Personnel requirements;
7. Geographic and population coverage requirements;
8. Publicly funded contract cost; and,
9. Any contractual termination within the past five (5) years.
10. Direct Contact for client (see Appendix H)

Offeror may submit as many references as desired by submitting as many additional copies of Appendix H, References, as deemed necessary. References will be contacted in order listed until three (3) references have been interviewed and Reference Score Sheets completed for each of the three (3) references. No further references will be contacted; however, Offerors are encouraged to submit additional references to ensure that at least three (3) references are available for interview. DOM staff must be able to contact three (3) references within three (3) business days of proposal due date for scoring purposes.

5.5 PROJECT ORGANIZATION AND STAFFING

The Project Organization and Staffing Section shall include project team organization, charts of proposed personnel and positions, estimates of the staff-hours by major task(s) to be provided by proposed positions, and résumés of all management and key professional personnel as required in this RFP.

The Offeror shall:

1. Provide experience and qualifications of each staff person proposed to work on this project;
2. Describe how the Offeror will train, educate, and supervise staff regarding this project;
3. Describe how the Offeror will ensure inter-rater reliability among its staff for this project; and,
4. Discuss the Offeror's relationship with any proposed subcontractors, including how it will monitor these subcontractors; and its experience working with any proposed subcontractors. The Offeror shall provide references and qualifications of proposed subcontractors, and biographies of any subcontractor staff proposed to work on this project.

5.5.1 Organization

The organization charts shall show:

1. Organization and staffing during each phase as described in the RFP; and
2. Full-time, part-time, and temporary status of all employees.

5.5.2 Résumés

Offerors shall submit résumés of all proposed key staff persons - Project Manager, and other key management staff. Experience narratives shall be attached to the résumés describing specific experience with the type service to be provided by this RFP, a Medicaid program, and professional credentials, including any degrees, licenses, and recent and relevant continuing education.

The résumés of proposed personnel shall include:

1. Duration and experience as an employee with the Offeror;
2. All experience in working with Medicaid programs;
3. Experience in the type of services to be provided by this RFP;
4. Relevant education and training, including college degrees, dates of completion, and institution name and address; and,
5. Names, positions, current addresses, and current phone numbers of a minimum of three (3) persons who can give information on the individual's experience and competence. Current DOM staff shall not be submitted for any reference for the above requirements.

The résumés of proposed managers shall also include:

1. Experience in managing large-scale contractual services projects;
2. Other management experience; and,
3. Supervisory experience including details and number of people supervised.

If project management responsibilities will be assigned to more than one individual during the project (i.e., management may be changed following implementation), résumés shall be provided for all persons concerned.

Each project referenced in a résumé should include the client name, the time period of the project, and the time period the person performed, as well as a brief description of the project and the person's responsibilities.

5.5.3 Responsibilities

This Section should discuss the anticipated roles of personnel during all phases of the contract. All proposed key technical team leaders, including definitions of their responsibilities during each phase of the contract, should be included.

5.5.4 Backup Personnel Plan

If additional staff is required to perform the functions of the contract, the Offeror should outline specifically its plans and resources for adapting to these situations. The Offeror should also address plans to ensure the longevity of staff in order to allow for effective DOM support.

5.6 METHODOLOGY

The Methodology Section should describe the Offeror's approach to providing the services described in the Scope of Work, Section 1, of the RFP. This Section should contain a comprehensive description of the proposed work plan and specify how it will improve clinical quality, promote beneficiary and provider satisfaction, and achieve savings for the State. The narrative descriptions within this Section must include the following:

1. The description shall encompass the requirements of this RFP as outlined in Scope of Work.
2. The section must describe the methodology to be followed in accomplishing each requirement outlined in the Scope of Work in sufficient detail to demonstrate the Offeror's direction and understanding of this RFP.
3. The section must include a high-level project plan for the project. This project plan must be at the level of major tasks and milestones and be submitted in Microsoft Project.
4. The section must summarize how DOM staff will be used as resources in this project. It is DOM's preference that DOM staff be included in all aspects of the engagement.
5. The section should include information about past performance results and a plan for evaluating the proposed project.

5.7 PROJECT MANAGEMENT AND CONTROL

The Project Management and Control Section shall include details of the methodology to be used in management and control of the project, project activities, and progress reports. This Section will also provide processes for identification and correction of problems. Specific explanation must be provided if solutions vary from one phase to another. This Section covers:

1. Project management approach;
2. Project control approach;
3. Manpower and time estimating methods;
4. Sign-off procedures for completion of all deliverables and major activities;
5. Management of performance standards, milestones, and/or deliverables;
6. Assessment of project risks and approach to managing them;
7. Anticipated problem areas and the approach to management of these areas, including loss of key personnel and loss of technical personnel;
8. Internal quality control monitoring;
9. Approach to problem identification and resolution;
10. Project status reporting, including examples of types of reports; and
11. Approach to DOM's interaction with contract management staff.

5.8 WORK PLAN AND SCHEDULE

The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the contract. The schedule should allow fifteen (15) working days for DOM approval of each submission or re-submission of each individual deliverable, unless another time frame has been specified for a particular deliverable in other sections of this RFP. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined previously in this RFP. This Section shall cover:

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1. Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.
2. Person-weeks of effort for each task or subtask, showing the Offeror's personnel and DOM personnel efforts separately.
3. A network diagram, showing the planned start and end dates for all tasks and subtasks, indicating the interrelationships of all tasks and subtasks, and identifying the critical path.
4. A Gantt chart, showing the planned start and end dates of all tasks and subtasks.
5. A discussion of how the work plan provides for handling of potential and actual problems.
6. A schedule for all deliverables. A minimum of fifteen (15) business days review time by DOM.

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6. BUSINESS/COST PROPOSAL

6.1 GENERAL

All Offerors must certify in the transmittal letter that their offer shall be binding upon the Offeror for a period of one hundred eighty (180) calendar days following the proposal due date. Pricing will be considered as separate criteria of the overall proposal package.

DOM will pay a percentage of all recoveries made in accordance with DOM-approved Work Plans and the Contractor's Cost Proposal. The Contractor shall propose in its Business/Cost Proposal payment rates for various recovery activities.

Total fees paid to the Contractor include both the amounts associated with overpayments and underpayments. Due to statutory limitations, total fees paid must not exceed the amounts of overpayments collected. No specific or lump-sum payment shall be made by DOM for Implementation or Turnover Phase services.

6.2 BID MODIFICATION IN THE EVENT OF A FEDERAL AND/OR STATE LAW, REGULATION OR POLICY

In the event any change occurs in Federal or State law, regulations, policies, or Medicaid plan coverage, and DOM determines that these changes impact materially on proposal pricing, DOM reserves the right to require the Offerors to amend their proposals. The failure of an Offeror to negotiate these required changes will exclude such Offeror from further consideration for contract award. All proposals shall be based upon the provisions of Federal and State laws and regulations and DOM's approved Medicaid State Plan coverage in effect on the issuance date of this RFP, unless this RFP is amended in writing to include changes prior to the closing date for receipt of proposals.

6.3 PROPOSAL CONTENT

The Business Proposal shall include only the following:

1. Appendix A – Budget Summary - A detailed worksheet by line item of all costs as it pertains to the Contractor Responsibilities and Deliverables as found in Section 1.0 of the RFP.
2. Additional pricing schedules to adequately explain method of cost determination including all assumptions (i.e. service or enrollment volume assumptions).
3. Each pricing schedule must be signed and dated by an authorized corporate official.
4. All proposals submitted by corporations shall contain certification by the secretary or other appropriate corporate official, other than the signer of the corporate proposal, that the corporate official signing the corporate proposal has the authority to obligate and bind the corporation to the terms, conditions and provisions of the proposal.

Proposals received that do not include the above items may be rejected at the discretion of DOM. Proposals that contain any material other than the above may be rejected at the discretion of DOM.

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7. PROPOSAL EVALUATION

7.1 GENERAL

An Evaluation Committee comprised of DOM staff will be established to evaluate the merits of eligible proposals. The committee will be appointed by the Executive Director of the Division of Medicaid and will include members who have relevant experience in the Medicaid program. The Committee will be responsible for the evaluation of the technical and business proposals.

7.2 EVALUATION OF PROPOSALS

A standard evaluation form will be utilized by the Evaluation Committee to ensure consistency in evaluation criteria. However, DOM retains the right to deviate from the standard form, if necessary to maintain the integrity of the procurement; and to ensure selection of the best qualified Contractor.

A maximum of 100 points will be available for each proposal which shall be comprised of a technical and a business proposal. The points awarded per phase by the evaluation committee will be totaled to determine the points awarded per proposal.

Evaluation of eligible proposals will be conducted in five (5) phases. The Procurement Officer will complete Phase One. The Technical Proposal Evaluation Committee will complete Phase Two. The Business Proposal Evaluation Committee will complete Phase Three. In Phase Four, the Procurement Officer will compile the results of the technical and business evaluations and make a recommendation to the Executive Director of DOM based on the results of the evaluation. In Phase Five the award decision will be made by the Executive Director.

At its option, the State may request an interview from Offerors in a competitive range in the evaluation. Offerors must be prepared to meet with DOM staff within five (5) calendar days of notification. All costs associated with the interview will be the responsibility of the Offeror.

7.2.1 Phase One- Evaluation of Offerors' Response to RFP

In this phase, the Procurement Officer reviews each proposal to determine if it is responsive. Each proposal will be evaluated to determine if it is complete and whether it complies with the instructions to Offerors in the RFP. Each proposal that is incomplete will be declared non-responsive and may be rejected with no further evaluation.

The Procurement Officer will determine if an incomplete proposal is sufficiently responsive to continue to Phase Two. If necessary, the Procurement Officer may request clarifications from the Offeror(s) in order to determine if they may advance to Phase Two.

7.2.2 Phase Two - Evaluation of Technical Proposal

Only those proposals which meet the requirements of the RFP and are determined responsive in Phase One will be considered in Phase Two.

Any Technical Proposal that is incomplete or in which there are significant inconsistencies or inaccuracies may be rejected by DOM. DOM reserves the right to waive minor variances or reject any or all proposals. In addition, DOM reserves the right to request clarifications or enter into discussions with all Offerors.

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The Evaluation Committee will review each Offeror's Technical Proposal in order to determine if the Offeror sufficiently addresses all of the RFP requirements and that the Offeror has developed a specific approach to meeting each requirement.

TECHNICAL PROPOSAL SECTION	MAXIMUM SCORE
Executive Summary/Understanding of Project	5
Corporate Background and Experience	10
Project Organization and Staffing	10
Methodology	35
Project Management and Control	5
Work Plan and Schedule	5
TOTAL	70

Oral presentations may be held as part of the Technical Evaluation; however, they are not required. Oral presentations will be held solely if desired by DOM. Oral presentations are not evaluated but Technical Proposal evaluations may be adjusted based on information gathered during the oral presentations. Only those proposals scoring 35 or higher during the initial scoring phase will be invited to give Oral Presentations.

Proposals must score a minimum of 40 points of the total score in order to proceed to the Business/Cost phase of the evaluation. Proposals receiving less than 40 points will not be considered for the Business/Cost evaluation or contract award. DOM has the discretion to waive any threshold requirement should it become prohibitively exclusive, and such waiver is in the best interest of the State of Mississippi.

7.2.2.1 Executive Summary

The Evaluation Committee will review the Executive Summary to determine if it provides all information required in Section 5.3 of this RFP and is five (5) pages or less in length.

7.2.2.2 Corporate Background and Experience

The Corporate Background and Experience Section shall include for the Offeror details of the background of the company, its size and resources, details of corporate experience relevant to the proposed contract, audited financial statements, and a list of all current or recent Medicaid or related projects. The time frame to be covered should begin, at a minimum, in October 2011 through present date. The evaluation criteria will address:

1. Date established;
2. Location of the principal place of business;
3. Ownership (e.g. public company, partnership, subsidiary);
4. Total number of employees;
5. Scope of services provided through partnerships or subcontractors;
6. Performance history and reputation;
7. Current products and services;
8. Number of current RAC State Medicaid projects; and
9. Number of current RAC related project (non-Medicaid projects).

7.2.2.3 Methodology

The Evaluation Committee will evaluate the approach and process offered to provide services as required by this RFP. In addition to the information required in Section 1.0 of this RFP, the evaluation criteria will address at a minimum the following (if applicable):

1. Processes and requirements for completion of the project.
2. Data management plan, including hardware, software, communications links, and data needs and proposed coordination plan.
3. Processes for maintaining confidentiality of PHI.
4. Processes for development and submission of required deliverables.
5. Scope of services provided through partnerships or subcontractors.
6. Quality Assurance processes.

7.2.2.4 Organization and Staffing

The Evaluation Committee will review this Section of the Offeror's proposal to determine if the proposed organizational structure and staffing level are sufficient to accomplish the requirements of the RFP. The committee will review the organizational chart(s), time lines, the job descriptions including job qualifications, the resumes of staff and their qualifications for the positions they will hold, and the relationship of their past experience to their proposed responsibilities under this contract. The committee will evaluate the explanation of the Offeror regarding the relationship between the Offeror and the Project Manager to determine if they will have sufficient autonomy to make management decisions to improve the Offeror's delivery of services to DOM.

7.2.2.5 Project Management and Control

The Evaluation Committee will evaluate the Offeror's proposal to determine if all of the elements required by Section 5.7 of the RFP are addressed. Specifically, the committee will evaluate:

1. Offeror's approach to the management of the project and ability to keep the project on target and to ensure that the requested services are provided;
2. Offeror's control of the project to ensure that all requests are being met and that the Offeror is able to identify and resolve problems which occur;
3. Offeror's methods for estimating and documenting personnel hours spent by staff on project activities to be sure they are sound and fair;
4. Offeror's plans to comply with the reporting requirements of the contract, including the provision of status reports to DOM, and whether the reports are appropriate and sufficient to keep DOM informed of all aspects of the implementation and operation of the project; and
5. Offeror's understanding of the importance of interacting with DOM management staff and presenting a plan to do so appropriately.

7.2.2.6 Work Plan and Schedule

The Evaluation Committee will review and evaluate the work plan and schedule to determine if all tasks are included and if, for each task, a timeline and an identification of staff responsible for the task's accomplishment are indicated. The work plan must provide a logical sequence of tasks and a sufficient amount of time for their accomplishment.

7.2.3 Phase Three - Evaluation of Business/Cost Proposal

Only those proposals that satisfactorily completed Phase Two will be considered for Phase Three. DOM reserves the right to waive minor variances or reject any or all proposals.

Any proposed price determined by DOM to be unrealistically or unreasonably low may not be considered acceptable, as such a proposal has a high probability of not being accomplished for the cost proposed. The Offeror may be required to produce additional documentation to authenticate the proposal price.

The maximum 30 points will be assigned to the lowest and best acceptable proposal. All other proposals will be assigned points based on the following formula:

$$\frac{X}{Y} * 30 = Z$$

X = lowest bid price
Y = Offeror's bid price
Z = assigned points

7.3 Phase Four and Five - Selection

After the evaluation committee has completed the evaluation of the proposals, a summary report including all evaluations will be submitted to the Executive Director of DOM. The Executive Director will make the final decision regarding the winning proposal.

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Appendix A - Budget Summary

Section 6.0 addresses submission of the Budget Summary. Failure to follow the submittal instructions will immediately disqualify the Offeror. Operation Cost should not include any Implementation Cost.

Budget Summary	
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Offeror:	
Recovery Activities	Proposed Contingency Rate
Post-Adjudication	
Pre-Adjudication	
Other Services	
Other Services	
Offeror:	
Projected Recoveries:	
Average Rate:	
I certify that I am legally obligating the above named Offeror to the conditions of this contract.	
Signature:	
Date:	
Printed Name:	Title:

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Appendix B – Types of Improper Payments

Types of Improper Payments

- Payments for incorrect amounts, overpayments and underpayments
- Payments for non-covered services, including services not reasonable and necessary under Section 1862(a)(1)(A) of the Social Security Act
- Payments for incorrectly coded services
- Payments for duplicate services
- Payments for additional TPL sources, subrogation

Types of payments not to be identified include:

- Improper payments already identified by other audit/investigation activity as stated in this RFP #20161027
- Pre-Adjudicated claims in which DOM would deny claim through current business processes
- Payments for rate adjustments
- Payments for mass adjustments
- Payments for system problems already identified by DOM

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Appendix C

Distinct number of providers enrolled from January 1, 2015 - December 31, 2015. Overall distinct provider count included.

Provider Type	Provider Type Code Description	Distinct Count of Providers
A00	PHYSICIAN MD	12,828
A05	DOCTOR OF OSTEOPATHY	447
A08	CHIROPRACTOR	138
A09	PODIATRIST	79
B00	INDEPENDENT LAB	288
B01	IND DIAGNOSTIC TESTING FACLTY	75
C01	NUTRITIONIST	11
D01	HOSPITAL, NONPROFIT GENERAL	723
D05	HOSPITAL, PSYCHIATRIC	13
D06	HOSPITAL, PROPRIETARY GENERAL	199
DP0	PSYCHIATRIC RESIDENTIAL TMT CN	12
DS0	HOSPITAL, SWINGBED	56
E00	NURSE SCREENING	546
E01	NURSE SCREENING WITH CASE MGMT	7
E02	SCREENER, PHRM	5
E04	PHYSICIANS SCREENER	657
E05	PHYSICIAN SCREENER CASE MGMT	14
E06	FEDERAL CLINIC, SCREEN ONLY	315
E07	FEDERAL CLINIC SCRNM CASE MGMT	2
E08	FEDERAL CLINIC, SCR, CM, CC	65
EA0	STATE DEPARTMENT OF HEALTH	2
EC0	EXPANDED SRVS/HLTH RELATED SRV	40
ED0	SCHOOL BASED SCREEN & CS MGT	80
EE0	TCM FOR EARLY INTERVENTION	1
EV0	VACCINE FOR CHILDREN PROVIDER	1,634
G02	ICF, NONPROFIT MENTAL	14
G07	ICF, PROPIETARY MENTAL	5
H01	PHARMACIES, CLOSED DOOR	75
H02	PHARMACIES, RETAIL	815
H04	PHARMACY DISEASE MANAGEMENT	3
H07	PHARMACIES, INSTITUTIONAL	20
I00	DME, MEDICAL EQUIP SUPPLIES	596
I01	DME, HOME HEALTH	4
I03	DME, PHAMACY BASED, COMMUNITY	317
J00	AMBULANCE	124
J01	VOLUNTEER DRIVER, NON-EMERGENCY	1
K00	DENTIST, UNCLASSIFIED	751
L00	HHA UNCLASSIFIED	37
L01	HHA PUBLIC HEALTH AGENCY	1
L02	HHA HOSPITAL BASED PROGRAM	9

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L08	HOSPICE	124
M00	AUDIOLOGIST	79
M01	HEARING AID DEALER	2
N00	OPTOMETRIST	322
N01	OPTICAL DISPENSARY	102
O00	RURAL HEALTH CENTER	181
O01	SDH CLINIC	3
O02	FEDERAL CLINIC	217
ORP	ORDERING REFERRING PRESCRIBING	673
Q01	KIDNEY DIALYSIS FREESTANDING	130
Q02	KIDNEY DIALYSIS HOSPITAL BASED	3
R00	STATE BOARD OF HEALTH	1
S00	NURSE ANESTHETIST	1,218
S01	NURSE MIDWIVES	45
S02	NURSE PRACTITIONER	2,871
S05	PRIVATE DUTY NURSING	57
S06	PHYSICIAN ASSISTANT	284
T00	OCCUPATIONAL THERAPISTS	222
T01	PHYSICAL THERAPISTS	361
T02	SPEECH/LANGUAGE THERAPISTS	331
T04	COMPREHENSIVE OP REHAB FACILIT	5
V00	AMBULATORY SURGICAL CENTERS	88
W00	CASE MANAGEMENT	10
W01	HOMEMAKER SERVICES	188
W02	RESPIRE CARE, INSTITUTIONAL	7
W03	RESPIRE CARE, IN HOME	153
W04	ADULT DAY CARE	115
W06	PERSONAL CARE ATTENDANT	8
W07	HABILITATION	4
W08	MULTIPLE SRVS PROVIDERS, HCBS	43
W09	ESCORTED TRANSPORTATION	50
WA0	FAMILY TRAINING/COUNSELING	1
WC0	ASSISTED LIVING SERVICES PROV	43
X00	COMMUNITY MENTAL HEALTH	25
X01	PRIVATE MENTAL HEALTH	5
X02	SOCIAL WORKER	239
X03	PSYCHOLOGIST	162
X04	MYPAC PROVIDER TYPE	3
Y00	NF, NONPROFIT	19
Y01	NF, PROPRIETARY	159
Y02	NF, STATE OWNED	7
Y03	NF, COUNTY OWNED	18
ZA0	GROUP, PHYSICIANS	1,598
ZK0	GROUP, DENTIST	265
ZL0	MANAGED CARE LOCATION PROVIDER	4
ZM0	GROUP, HEARING	5

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ZN0	GROUP, OPTICAL	163
ZP0	GROUP, PHARM DISEASE MGMT	3
ZS0	GROUP, NURSING SERVICES	185
ZT0	GROUP, THERAPIST	204
ZX0	GROUP, MENTAL HEALTH	88
ZZ0	GROUP, OTHERS	1,670
	Overall Distinct Count	30,516

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Appendix D, E, F, and G are located on the DOM Procurement Website:
<http://www.medicaid.ms.gov/resources/procurement/>

Below the RAC RFP #20161027

Appendix D represents the standard file layouts of the information available from DOM's Fiscal Agent. It is provided only as context for the data fields that are available for a file transfer or interface. Technical specifics will be negotiated upon award of the contract/project initiation.

Appendix H References

REFERENCE 1

Name of Company: _____
Dates of Service: _____
Contact Person: _____
Address: _____
City/State/Zip: _____
Telephone Number: _____
Cell Number: _____
E-mail: _____
Alternative Contact Person (optional): _____
Telephone Number: _____
Cell Number: _____
E-mail: _____

REFERENCE 2

Name of Company: _____
Dates of Service: _____
Contact Person: _____
Address: _____
City/State/Zip: _____
Telephone Number: _____
Cell Number: _____
E-mail: _____
Alternative Contact Person (optional): _____
Telephone Number: _____
Cell Number: _____
E-mail: _____

REFERENCE 3

Name of Company: _____
Dates of Service: _____
Contact Person: _____
Address: _____
City/State/Zip: _____
Telephone Number: _____
Cell Number: _____
E-mail: _____
Alternative Contact Person (optional): _____
Telephone Number: _____
Cell Number: _____
E-mail: _____

Offeror may submit as many references as desired by submitting as many additional copies of Appendix H, References, as deemed necessary. References will be contacted in order listed until three (3) references have been interviewed and Reference Score Sheets completed for each of the three (3) references. No further references will be contacted; however, Offerors are encouraged to submit additional references to ensure that at least three (3) references are available for interview. DOM staff must be able to contact three (3) references within three (3) business days of proposal due date to be considered.

EXHIBIT 1

DHHS CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS:

GRANTEES OTHER THAN INDIVIDUALS

Instructions for Certification

By signing and/or submitting this application or grant agreement, the grantee is providing the certification set out below.

1) This certification is required by regulations implementing the Drug-Free Act of 1988, 45 C.F.R. Part 76, Subpart F. The regulations, published in the May 25, 1990, Federal Register, require certification by grantees that they will maintain a drug-free workplace. The certification set out below is a material representation of fact upon which reliance will be placed when the Department of Health and Human Services (HHS) determines to award the grant. If it is later determined that the grantee knowingly rendered a false certification, or otherwise violates the requirements of the Drug-Free Workplace Act, HHS, in addition to any other remedies available to the Federal Government, may take action authorized under the Drug-Free Workplace Act.

2) Workplaces under grants, for grantees other than individuals, need not be identified on the certification. If known, they may be identified in the grant application. If the grantee does not identify the workplaces at the time of application, or upon award, if there is no application, the grantee must keep the identity of the workplace(s) on file in its office and make the information available for Federal inspection. Failure to identify all known workplaces constitutes a violation of the grantee's drug-free workplace requirements.

3) Workplace identifications must include the actual address of buildings (or parts of buildings) or other sites where work under the grant takes place. Categorical descriptions may be used (e.g., all vehicles of a mass transit authority or State highway department while in operation, State employees in each local unemployment office, performers in concert halls or radio studios).

4) If the workplace identified to DOM changes during the performance of the grant, the grantee shall inform DOM of the change(s), if it previously identified the workplaces in question (see above).

5) Definitions of terms in the Nonprocurement Suspension and Debarment common rule and Drug-Free Workplace common rule apply to this certification. Grantees' attention is called, in particular, to the following definitions from these rules:

"Controlled substance" means a controlled substance in Schedules I through V of the Controlled Substances Act (21 U.S.C. 812) and as further defined by regulation (21 C.F.R. § 1308.11 through § 1308.15);

"Conviction" means a finding of guilt (including a plea of nolo contendere) or imposition of sentence, or both, by any judicial body charged with the responsibility to determine violations of the Federal or State criminal drug statutes;

"Criminal drug statute" means a Federal or non-Federal criminal statute involving the manufacture, distribution, dispensing, use, or possession of any controlled substance;

"Employee" means the employee of a grantee directly engaged in the performance of work under a grant, including (i) all direct charge employees; (ii) all indirect charge employees unless their impact or involvement is insignificant to the

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performance of the grant; and (iii) temporary personnel and consultants who are directly engaged in the performance of work under the grant and who are on the grantee's payroll. This definition does not include workers not on the payroll of the grantee (e.g., volunteers, even if used to meet a matching requirement; consultants or independent contractors not on the grantee's payroll; or employees of sub recipients or subcontractors in covered workplaces).

The grantee certifies that it will or will continue to provide a drug-free workplace by

a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the grantee's workplace and specifying the actions that will be taken against employees for violation of such prohibition;

b) Establishing an ongoing drug-free awareness program to inform employees about

1) The dangers of drug abuse in the workplace; 2) the grantee's policy of maintaining a drug-free workplace; 3) any available drug counseling, rehabilitation, and employee assistance programs; and 4) the penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;

c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);

d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will

1) Abide by the terms of the statement; and 2) notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

e) Notifying DOM in writing, within ten calendar days after receiving notice under paragraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

f) Taking one of the following actions, within 30 calendar days of receiving notice under paragraph (d)(2), with respect to any employee who is so convicted:

1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or 2) requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

g) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (b), (c), (d), (e) and (f).

The grantee may insert in the space provided below the site(s) for the performance of work done in connection with the specific grant (use attachments if needed):

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Place of Performance (street address, city, county, state, zip code)

Check if there are workplaces on file that are not identified here.

---->NOTE: Sections 76.630(c) and (d)(2) and 76.635(a)(1) and (b) provide that a Federal agency may designate a central receipt point for STATE-WIDE AND STATE AGENCY-WIDE certifications, and for notification of criminal drug convictions. For HHS, the central receipt point is Division of Grants Management and Oversight, Office of Management and Acquisition, HHS, Room 517-D, 200 Independence Ave, S.W., Washington, D.C. 20201

Signature

Date

Title

Organization

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EXHIBIT 2

DHHS Certification Regarding Debarment, Suspension, and Other Responsibility Matters
Primary Covered Transactions
45 CFR Part 76,

- (1) The prospective primary participant certifies to the best of its knowledge and belief that it and its principals:
- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - b. Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - d. Have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Signature

Date

Title

Organization