

Amendment #5 to RFQ 20211210: RFQ Corrections and Clarifications

RFQ #: 20211210 / RFx#3150003991

Date: February 7, 2022

RFQ Name: Mississippi Division of Medicaid Coordinated Care

This document contains corrections and clarifications referenced in Amendment 4: RFQ Questions and Answers as they relate to RFQ-Specific Questions and Answers.

Receipt of Amendment 5 Acknowledged:

(Signature)

(Printed)

(Title)

(Company)

4.2.2 Methodology/Work Statement

Page 44 is amended as indicated in red, below:

~~For each of the subsections below, responses to Work Plan and Schedule are not subject to the page response limits listed for that section. Work Plans and Schedule response are limited to 15 additional pages for each section.~~

4.2.2.1 Member Services and Benefits

Page 45 is amended as indicated in red, below:

Response Limit: 565 pages, plus two (2) marketing samples, not to exceed five (5) pages each.

Page 46 is amended as indicated in red, below:

4. Chronic Conditions

- a. Describe how the Offeror will implement innovative programs to improve the health and well-being of Members diagnosed with diabetes and pre-diabetes.
- b. Describe the Offeror's direct experience in service delivery and payment and/or capacity to manage service delivery and payment for services for Members with chronic health conditions generally.
- c. Describe the Offeror's approach to delivery and payment for chronic health conditions services generally.
- d. Describe any innovative methods that Offeror will use to augment its approach.
- e. How will the Offeror address racial, ethnic, and geographic disparities in delivery of and outcomes regarding Members with chronic conditions?

~~f.~~

5. Foster Children

- a. Describe the Offeror's experience **and/or** capacity to manage the care of foster children, and your ability to develop a continuum of care responsive to their needs.

Page 47 is amended as indicated in red, below, to correct typographical errors found in the course of making other revisions:

7. Vision Services

- a. Describe the Offeror's direct experience in service delivery and payment and/or capacity to manage service delivery and payment for vision services.
- b. Describe any innovative methods that Offeror will use to augment its approach.
- c. How will the Offeror address racial, ethnic, and geographic disparities in delivery of and outcomes regarding vision**s** services?

8. Additional Items

- d. Describe any additional practices the Offeror will use to address racial, ethnic, and geographic disparities in delivery **of** services.

B. Member Services Call Center

1. Describe the Offeror's Member services call center operations, including:
 - a. Confirming that the location of the proposed operations will be within ~~the State of Mississippi Hinds, Madison or Rankin Counties~~ (provide a yes or no answer; do not include address);

Page 49 is amended as indicated in red, below:

~~H. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Member Services and Benefits, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.— Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.— Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.— Diagram: 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.— Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.— Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.— Schedule: A schedule for all deliverables.~~

4.2.2.2: Provider Network and Services

Page 52 is amended as indicated in red, below:

~~FE. Provider Payment~~**~~G. Work Plan and Schedule~~**

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Provider Network and Services, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.— Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~

- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

4.2.2.3: Care Management

Page 53 is amended as indicated in red, below:

Response Limit: 45 pages, plus two (2) appendices: one (1) in response to B.1, and one (1) in response to B.2. Each appendix is limited to five (5) pages.

Page 55 is amended in red, as follows:

G. Work Plan and Schedule

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Care Management, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.—Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

4.2.2.4 Quality Management

Page 56 is amended as indicated in red, below:

Response Limit: 40 pages, plus a 10-page appendix two (2) appendices: one (1) in response to A.2, and one (1) in response to C.1. Each appendix is limited to ten (10) pages.

Page 57 is amended as indicated in red, below:

~~D. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Quality Management, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1. Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2. Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3. Diagram: 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. Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5. Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6. Schedule: A schedule for all deliverables.~~

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4.2.2.5 Utilization Management

Page 58 is amended in red, below:

~~C. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Utilization Management, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1. Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~

[REST OF PAGE INTENTIONALLY LEFT BLANK]

Page 59 is amended as indicated in red, below:

- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

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4.2.2.6: Information Technology

Page 60 is amended as indicated in red, below:

Response Limit: 25 pages, plus two (2) appendices: one (1) in response to A.1.a., and one (1) in response to D.1. Each appendix is limited to ten (10) pages.

C. Innovation

23. Describe any other innovative technological methods, if any, the Offeror will utilize to render services to the Division.

D. Continuity of Operations

1. ~~In an appendix no longer than ten (10) pages, D~~describe the Offeror's proposed emergency response continuity of operations plan. ~~Attach a copy of the Offeror's plan or summarize how the Offeror's plan a~~Addresses the following aspects of pandemic preparedness and natural disaster recovery, including:

Page 61 is amended in red, as follows below:

~~E. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Information Technology, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.—Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
 - ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
 - ~~6.—Schedule: A schedule for all deliverables.~~
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4.2.2.7: Subcontractual Relationships and Delegation

Page 62 is amended as indicated in red, below:

~~C. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Subcontractual Relationships and Delegation, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.—Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

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Page 63 is amended as indicated red, below:

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4.2.2.8: Financial Data and Reporting

Page 64 is amended as indicated in red, below:

~~C. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Subcontractual Relationships and Delegation, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual~~

~~deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.—Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~

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Page 65 is amended as indicated in red, below:

- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

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4.2.2.9: Program Integrity

Page 66 is amended as indicated in red, below:

D. Work Plan and Schedule

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Program Integrity, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1.—Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2.—Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3.—Diagram: 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.—Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5.—Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6.—Schedule: A schedule for all deliverables.~~

4.2.2.10: Subrogation and Third-Party Liability

Page 67 is amended as indicated in red, below:

~~D. Work Plan and Schedule~~

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Subrogation and Third-Party Liability, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1. Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2. Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3. Diagram: 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. Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5. Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6. Schedule: A schedule for all deliverables.~~

4.2.2.11: Eligibility, Enrollment, and Disenrollment

Page 68 is amended as indicated in red, below:

Response Limit: 15 pages, plus two (2) appendices: one (1) in response to A.2.c, and one (1) in response to C(1)(e) (optional). Each appendix is limited to five (5) pages each.

~~D. Work Plan and Schedule~~

[REST OF PAGE INTENTIONALLY LEFT BLANK]

Page 69 is amended as indicated in red, below:

~~The Offeror must create a detailed work plan broken down by tasks and subtasks of the duties required by Appendix A, Draft Contract, regarding Eligibility, Enrollment, and Disenrollment, and a schedule for the performance of each task included in each Contract year. The schedule should allow fifteen (15) working days for the Division approval of each submission or re-submission of each individual deliverable, unless another timeframe has been specified for a particular deliverable in other sections of this RFQ or in Appendix A, Draft Contract. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined in Appendix A, Draft Contract, and this RFQ.~~

~~The Offeror's response must include the following subsections:~~

- ~~1. Assumptions and Constraints: Any assumptions or constraints identified by the Offeror, both in developing the work plan and in completing the work plan.~~
- ~~2. Effort Needed: Resource weeks of effort for each task or subtask, showing the Offeror's resource and the Division's resource efforts separately.~~
- ~~3. Diagram: 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. Gantt Chart: A Gantt chart, showing the planned start and end dates of all tasks and subtasks.~~
- ~~5. Troubleshooting: A discussion of how the work plan provides for handling of potential and actual problems.~~
- ~~6. Schedule: A schedule for all deliverables.~~

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4.3.1.2 Corporate Experience

Page 74 is amended as indicated in red, below:

The Corporate Experience Section must present the details of the Offeror's experience with the type of service to be provided by this RFQ and Medicaid experience. Using the provided form in Appendix F, provide information about states the Offeror is currently or has been under contract with to provide managed care services since January 1, 2018, for any market of beneficiaries totaling or exceeding 400,000.

If the information requested above is not available, the Offeror must provide **an narrative** explanation, **not to exceed three (3) pages**. Acceptance of the explanation provided is at the discretion of the Division.

4.3.3 Organization and Staffing

Page 78 is amended as indicated in red, below:

The Organization and Staffing Section shall include team organization, charts of proposed positions, number of FTEs associated with each position for key staff, and job descriptions of key management personnel and care managers listed in Section 1.13, Administration, Management, Facilities, and Resources of Appendix A, Draft Contract, as well as the Offeror's plan for hiring and management of any subcontractors the Offeror plans to execute the Contract, and what economic impact the **execution selection** of the Offeror might have on the state.

4.3.3.3 Administrative Requirements

Page 78 is amended as indicated in red, below:

The Offeror will verify and answer the following:

1. The Offeror will have an Administrative Office within fifteen (15) miles of the Mississippi Division of Medicaid's Central Office at the Walter Sillers Building, Jackson, Mississippi 39201-1399, as required by the RFQ.

2. **In a narrative no longer than two (2) pages, the Offeror will Describe how and where administrative records and data will be maintained and the process and time frame for retrieving records requested by the Division or other State or external review representatives.**

The Offeror must complete the appropriate attestation in Appendix H **as its response to Question 1.**

4.3.3.5 Subcontractors

Page 79 is amended as indicated in red, below:

The Offeror must provide a narrative explanation no longer than three (3) pages giving an overview of its overall philosophy for subcontractor hiring and management. Additionally, the Offeror must use the forms provided in Appendix H to describe Subcontractors the Offeror expects to utilize for this Contract. If a subcontractor has provided services for the Offeror for a managed care contract in the past three (3) years, use the appropriate form in Appendix H to detail those services.

4.3.3.6 Economic Impact

The heading for 4.3.3.6 is amended as indicated in red, below:

4.3.3.6 Economic Impact (Marked) – 20 points

Page 79 is amended as indicated in red, below:

There are numerous positions listed in Appendix A: Draft Contract that require that the individual filling the position be located in Mississippi. Use the form provided in Appendix H to detail expected wages for those positions as well as any other positions the Offeror will locate in Mississippi. **The Offeror should only describe positions that will be directly hired by the Offeror. The Offeror should not include positions to be filled by Subcontractors.**

Page 80 is amended as indicated in red, below:

Additionally, include a narrative explanation **no longer than two (2) pages** of other investments, if any, that the Offeror plans to make in Mississippi.

[END OF DOCUMENT]