



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M Sharfstein, M.D.,

Secretary

Office of Procurement and Support Services

Gary I. Goldberg, C.P.M., CPPO, Director
(410) 767-0974

REQUEST FOR PROPOSALS

Office of Eligibility Services

Maryland Medical Assistance Managed Care Enrollment Broker Service

SOLICITATION NO. OPASS 10-10606

Addendum #1

Issued: October 12, 2011

All persons who are known by the Issuing Office to have received the above-referenced RFP are hereby advised of the following revisions:

REVISION, SECTION 1.25: MINORITY BUSINESS ENTERPRISE PARTICIPATION:

Please note that an MBE subcontracting goal of 25% has been established for the contract resulting from this solicitation. **In addition, the Department has determined that the following MBE subgoals apply to the contract resulting from this solicitation: (1) a subgoal of 7% for African American owned MBEs; and (2) a subgoal of 12% for women owned MBEs.**

ATTACHMENT D1 OF THE RFP HAS CATEGORIES TO ALLOW OFFEROR TO ENTER REQUIRED INFORMATION ON THE FORM.

More information regarding MBE goals and subgoals is available from the Governor's Office of Minority Affairs, <http://www.oma.state.md.us/>.

Section 3 SCOPE of WORK:

3.2.1 Revised to Add:

The Department will begin working on the requirements and implementation for Health Care Reform July 2013.

Section 3.2.2.3, B. # 7 Now Reads:

7. Have in place and operational for testing/readiness review purposes and no later than February 13, 2012, the Contractor's Enrollment Information System (EIS), telephone system, staff, and all other Full Operations requirements specified in Section 3 of the RFP. The Contractor shall participate in a readiness review of all full operations requirements specified in Section 3 of the RFP/Contract, which will be conducted by the Department February 13 – 15, 2012. In the event that the Contractor is not capable of meeting all full operations requirements to the Department's satisfaction, the Contractor shall develop, provide, and execute a Corrective Action Plan (CAP), to be approved by the Department, which shall assure full operations requirements are met no later than February 24, 2012

Section 3.2.2.3, B. # 7 Revised to Read:

7. Have in place and operational for testing/readiness review purposes and no later than **March 19, 2012**, the Contractor's Enrollment Information System (EIS), telephone system, staff, and all other Full Operations requirements specified in Section 3 of the RFP. The Contractor shall participate in a readiness review of all full operations requirements specified in Section 3 of the RFP/Contract, which will be conducted by the Department **March 19-22, 2012**. In the event that the Contractor is not capable of meeting all full operations requirements to the Department's satisfaction, the Contractor shall develop, provide, and execute a Corrective Action Plan (CAP), to be approved by the Department, which shall assure full operations requirements are met no later than **March 30, 2012**.

3.2.25 Telephone System and Call Center Now Reads:

The Contractor's telephone system and call center operations will serve as one of the primary points of contact with HealthChoice/PAC Enrollees and Members. Consequently, the Contractor shall ensure compliance with all telephone system and call center operations requirements specified in the RFP/Contract.

3.2.25 Telephone System and Call Center Revised to Read:

The Contractor's telephone system and call center operations will serve as one of the primary points of contact with HealthChoice/PAC Enrollees and Members. Consequently, the Contractor shall ensure compliance with all telephone system and call center operations requirements specified in the RFP/Contract. The Call Center **MUST** be located in one of the 48 contiguous States.

Section 3.2.30 Staffing and Training Requirements, 3.2.30.1 Now Reads:

Key Staff shall include:

2. Assistant Program Director- oversees all call center operations, Customer Care Associates, and mail room staff. He or she will oversee the document handling and the production process and will serve as the back up to the Program Director.

Section 3.2.30 Staffing and Training Requirements, 3.2.30.1 Revised to Read:

Key Staff shall include:

2. Assistant Program Director- oversees all call center operations, Customer Care Associates, and mail room staff. He or she will oversee the document handling and the production process and will serve as the back up to the Program Director. The Assistant Program Director **MUST** be within a 30 minute commute of the DHMH offices located at 201 W. Preston Street, Baltimore, MD 21201

Section 4.3 Delivery, 4.3.1 Now Reads:

Offerors may either mail or hand-deliver proposals.

- 4.3.1 For U.S. Postal Service deliveries and commercial carriers, any proposal that has been received at the appropriate mailroom or typical place of mail receipt for the Procurement Officer, **by October 31, 2011 at 3:00 p.m. local time** will be deemed timely. If a vendor chooses to use the United States Postal Service for delivery, the Department recommends that it use Express Mail, Priority Mail, or Certified Mail only as these are the only forms for which both the date and time of receipt can be verified by the Department. A vendor using first class mail will not be able to prove a timely delivery at the mailroom and it could take several days for an item sent by first class mail to make its way by normal internal mail to the procuring unit.

Section 4.3 Delivery, 4.3.1 Revised To Read:

Offerors may either mail or hand-deliver proposals.

- 4.3.1 For U.S. Postal Service deliveries and commercial carriers, any proposal that has been received at the appropriate mailroom or typical place of mail receipt for the Procurement Officer, **by November 7, 2011 at 3:00 p.m. Local Time** will be deemed timely. If a vendor chooses to use the United States Postal Service for

delivery, the Department recommends that it use Express Mail, Priority Mail, or Certified Mail only as these are the only forms for which both the date and time of receipt can be verified by the Department. A vendor using first class mail will not be able to prove a timely delivery at the mailroom and it could take several days for an item sent by first class mail to make its way by normal internal mail to the procuring unit.

SECTION 5– EVALUATION CRITERIA AND SELECTION PROCEDURE

Section 5.2 has been revised to read:

The criteria to be applied to each Technical Proposal are listed below in descending order of importance.

5.2.2 Economic Benefit to State of Maryland (Ref. Section 4.4.3.9)

- A) How many Contract dollars are to be recycled into Maryland's economy?
- B) How many and what types of jobs for Maryland residents will result?
- C) How much tax revenue, etc.

All other criteria will follow in descending order of importance.

All other terms and conditions remain unchanged.

This Addendum is issued under the authority of State Procurement Regulations, COMAR 21.05.02.08 and with the approval of the Procurement Officer DHMH.

October 12, 2011

Date

Sharon R. Gambrell

Sharon R. Gambrell, CPPB
Procurement Officer, OPASS

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Upon receipt, please return the addendum acknowledgement via fax, e-mail, or hardcopy to:

Elise Green-Watford
Department of Health and Mental Hygiene
Office of Eligibility Services
201 W. Preston Street, Room L-9
Baltimore, Maryland 21201
410-767-5454
410-333-7141
egreen-watford@dhmh.state.md.us

ADDENDUM ACKNOWLEDGEMENT

I acknowledge receipt of Addendum #1 to RFP DHMH/OPASS 10-10606 titled “Maryland Medical Assistance Managed Care Enrollment Broker Service,” dated October 12, 2011.

Vendor’s Name

Authorized Signatory – (Print/Type)

Signature

Date