Pre-Proposal Conference Minutes
August 2, 2013
2:00 PM
"Fiscal Management Services for Medicaid Participants Enrolled in Self-Directed Home Care Service Programs"
OPASS 14-13407

DHMH Participants:
Queen Davis – Office of Procurement and Support Services (OPASS)
Courtney Billups – MBE Director
John Wilson – Office of Health Services
Lorraine Nawara – Office of Health Services
Maureen Regan – Office of Health Services

Attendees:
Tonya Prescott – NEPA CIL
David Horvath – Public Partnership, LLC
Valerie McLaughlin – Qual-I-Tax
William Copeland – Copeland, LLC
Corinda Davis – BBL, Inc.
Colleen Linzy – BBL, Inc.
Kevin VanLowe – Growth Logistics Associates

Introduction
Ms. Queen Davis opened the Pre-Proposal Conference held at 2:00 p.m. at 201 West Preston St., Baltimore, Maryland 21201, on August 2, 2013. After introductions were made she reminded everyone to sign in on the sign in sheet and put a copy of business cards in the envelope in case we need to reach you regarding this procurement.

DHMH/Office of this RFP to solicit Proposals from qualified Offerors to provide fiscal management services to Medicaid Participants enrolled in one of the above listed Self-Direction waiver programs. The Selected Offeror will act as a Fiscal/Employer Agent, as described in the **Scope of Work – Section 3** beginning on **pg. 27**. **Section 2 – There are no Minimum Qualifications specified for this solicitation.**

Minutes will be taken of this meeting and will be distributed to everyone in attendance and to everyone known to have received a copy of the proposal. If you decide not to submit a proposal, we ask that you complete and return **pg. ii the** Notice to Vendor Form which is a feedback response that could be helpful in planning the Department's future procurements.

Subsequent to the pre-proposal conference, written questions will be accepted until there is insufficient time to do so before the due date. Also, questions and answers will be distributed to all vendors known to have received a copy of this proposal. Questions and Answers as well as the minutes from this pre-proposal will be posted on eMM and the DHMH website. Ms. Davis acknowledged that some questions were submitted prior to today's meeting. All questions and responses will be posted on the DHMH and eMarylandMarketplace websites. Additional Questions should be submitted no later than

five (5) business days prior to the proposal due date. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the proposal due date. So try to get any questions to us ASAP. See section 1.9 for details.

Proposals are due no later than Friday, August 16 , 2013 at 2:00 p.m. (local time).

Please remember that in order to receive a contract award, a vendor must be "registered" on eMM. Registration is free. Please review Subsection 1.8 for details and website addresses.

The contract resulting from this solicitation will be for 2 **years** beginning on or about January 1, 2014 as the Go-Live date. There are three (3) one-year option periods.

The Procurement Method for this solicitation is **Competitive Sealed Proposal**. Offerors are required to submit their responses to the RFP in two parts, Volume I – Technical Proposal (separately sealed envelope) and Volume II – Financial Proposal (separately sealed envelope). Each envelope shall bear the RFP Title and number, name and address of the Offeror, and closing date and time for receipt of the proposal. Pages of both volumes shall be consecutively numbered. The general format for this proposal is clearly stated under **Section 4 - Proposal Format.**

A brief transmittal letter prepared on the offeror's letterhead and signed by someone who is authorized to commit the offeror to the services and requirements of the RFP is requested. Be sure to include your FEIN or SSN, acknowledgement of addenda, if applicable and please include your e-mail address.

A 20% MBE goal has been established for this contract (See Section 1.33). Be sure to complete the MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1). This attachment must be provided in a separately sealed envelope. *If an offeror fails to submit Attachment D1 with the offer as required, the Procurement Officer shall deem the proposal non-responsive and shall determine that the offer is not reasonably susceptible of being selected for award.* In addition, A .5% VSBE (Verteran-Owned Small Business Enterprise) goal has been established for this contract (See Section 1.41). Be sure to complete the VSBE Utilization and Fair Solicitation Affidavit (Attachment M1). This attachment must be provided in a separately sealed envelope. If an offeror fails to submit Attachment M1 with the offer as required, the Procurement Officer shall deem the proposal non-responsive and shall determine that the offer is not reasonably susceptible of being selected for award.

Effective May 13, 2013 a new MBE Liquidated Damages clause has been mandated for all contracts with MBE participation goals. The new language is included in Section 1.33.8 and 1.33.9. I have invited DHMH's MBE Director to explain this in more detail.

Mr. Courtney Billups, MBE Liaison gave a brief summary of the new mandate. He explained that liquidated damages are assessed when a prime vendor becomes non-compliant. In the RFP, Attachment A, # 39. MBE Liquidated Damages has the new mandated as well as lists the costs

associated with the five areas of instances where a vendor is non-compliant. Mr. Billups explained that the prime contractor as well as the subcontractor has to submit their respective MBE Participation schedules independently (See Attachment D4 and Attachment D5). Mr. Billups expressed that along with the Contract Monitor, he is to receive a copy of the documents. Mr. Billups contact information can be found on the Department of Health and Mental Hygiene, Minority Business Enterprise website. Section 4 – Proposal Format – details guidelines for proposal submission: **Subsection 4.4** lists all of the documents and information required to be submitted with **Volume I –** which is your **Technical Proposal**. And please give special attention to **Subsection 4.4.2** which list (Additional Required Technical Submissions). The following number of Technical Proposals are required: 1 unbound original; 6 copies; 1 electronic version (CD) in Microsoft Word Format; and a second electronic version in searchable pdf format (CD) for Public Information Act (PIA) requests. This copy shall be redacted so that confidential and/or proprietary information has been removed. **Volume II - Financial Proposal** shall contain all price information in the format specified in **Attachment F.** The number of copies for Volume II Financial Proposal is 1 unbound original, 6 copies, and 1 electronic version (CD) in MS Word of the Financial Proposal.

Your proposals will be evaluated by a committee organized for that purpose and will be based on the criteria set forth in the RFP under **Section 5 – Evaluation Criteria and Selection Procedure** (page 49). The **Technical Criteria**, listed in descending order of importance, can be found in Subsection 5.2 (page 49) and the **Financial Criteria** listed in Subsection 5.3 (page 49).

As noted in Subsection 5.5 under **Selection Procedure** on (page 50) the contract will be awarded to the responsible Offeror that submitted the proposal determined to be the most advantageous to the State considering technical evaluation factors and price factors as set forth in the RFP. Unsuccessful offerors have the right to ask for a debriefing. For the purpose of this solicitation, the technical factors will receive equal weight with the financial factors.

Within 5 days of being notified of its recommendation for award, the offeror must complete and submit Contract Affidavit set forth in Attachment C. If there is a question as to who your Resident Agent is, please contact the State's Corporate Charter Division at (410) 767-1330. The office is located at 301 W. Preston Street.

It is very important that you get your proposals to us by the date, time, and location listed. Your proposals are due no later than **Friday, August 16 , 2013 at 2:00 p.m. (local time)**. The address for receipt of proposals is listed on the Key Information Summary Sheet (page iii). ***No proposals will be accepted after the specified due date and time.*** There are three acceptable means of delivering a proposal:

1. The U.S. Postal Service
2. Hand Delivery by Offeror - ask for receipt
3. Hand Delivery by Commercial Carrier - ask for receipt

Questions and Answers:

Q1: When you said the MBE subcontractor— is it 25%?

A: There is a 20%, MBE participation goal for this contract. See section 1.33 of RFP for details.

Q2: If vendor are listed on the website, are they up to date?

A: You have a reasonable expectation to believe they are certified. It should not be held against you if that information is incorrect.

Q3: On the MBE liquidated damage clause, will it apply to prior contracts?

A: The clause went into effect on May 13th; will only apply to contracts awarded after May 13th.

Q4: Is that another way of saying the 20% goal is a requirement?

A: For this solicitation, yes the 20% MBE goal is a requirement, unless the vendor is seeking a waiver. Please refer to the RFP for waiver information, also COMAR 21.11.03.11.

Q5: Can you clarify if the liquidated damages are imposed when invoices are delivered after 30 days or is it more so used for trends to determine bad behavior?

A: MBE Liquidated damages will be imposed according to the guidelines listed in Attachment A, # 39.

Q6: Could you clarify that the .5 veteran goal is a minimum in the absence of a waiver?

A: Correct.

Q7: There is an MBE list; is there a similar list for veteran- owned businesses?

A: VetBiz.org maintains the list of veteran-owned businesses.

Q8: Does an MBE prime vendor still have to meet the 20% MBE requirement?

A: Yes.

Q9: Do you have to separate MBE and veteran requirements?

A: No; one firm may satisfy the 20.5% goal.

Q10: If you are MBE, can you decide to pursue the contract as prime?

A: Yes, you can bid as a prime contractor.

Q11: We submitted questions electronically yesterday—were they received?

A: Yes; you should have answers next week.

Q12: Who pays the fees for background checks and workers comp?

A: Criminal Justice Information System (CJIS) will bill the Department for background checks associated with this contract.

Q13: What is the process for submitting to MMIS on a weekly basis?

A: Most providers use eMedicaid to submit electronic claims. Bidders should include their solution in their proposal.

Q14: How are the claims for payment received?

A: The claims will come from the new electronic billing system. Timesheets come to fiscal intermediary through link to our system.

Q15: How are claims that need to be approved received by the contractor?

A: Through ISAS.

Q16: How are claims for reimbursements for housing, etc., received by the contractor?

A: Through the LTSS invoicing and reconciliation process.

Q17: Are transactions for personal care is approved by fiscal intermediary?

A: Transition services will not come by electronic claim. The fiscal intermediary will pay and bill the department for the services electronically. The fiscal intermediary will purchase goods on behalf of the person who is provided service.

Q18: What is the current and projected volume of Transactions that need to be processed by the FMS Contractor within 48 hours?

A: We do not have a number for the current volume of transactions processed within this timeframe. We anticipate that 10-20% of the monthly transaction volume noted in the RFP will need to be processed within 48 hours.

Q19: Is there a budgeting function for Group A participants that have only payroll?

A: ISAS does an annual calculation on budget spent for each line item.

Q20: Are budgets annual, weekly, or monthly?

A: The annual service budget separated into daily, weekly, monthly units.

Q21: The payroll function will pull time from ISAS and incorporate into the fiscal intermediary system to process payroll?

A: Yes

Q22: What data format will claims be in?

A: The 835/837 process

Q23: How should statements be delivered to participants?

A: Offerors need to propose format—email, mail, web-based portal, etc.

Q24: Will there be points against bidders for proposing electronic delivery?

A: Options are all weighed based on financial and technical components; you may propose what is best for the population.

Q26: Can paychecks be direct deposited?

A: Bidders may propose and it will be weighed.

Q27: What is the date of the budget for participants; is it Jan1 or July 1?

A: Participant start date is the day they enroll; runs on 365 day schedule.

Q28: Are the existing participant files paper or will they be digital?

A: Some are paper and some are electronic; offeror should propose method for storing info and include security measures.

Q29: Please clarify the contract period and renewal periods. Sections 1.4.4 and 3.1 (Attachment A) indicate a term of 2 years with 3 optional one-year renewals. The Financial Proposal indicates 3 years with 2 optional one-year renewals.

A: 2 years, with 3 one year options.

Q30: So the narrative in the RFP is what we should refer to?

A: Yes.

Q31: Will the amendment to the financial proposal be posted on procurement website?

A: Yes, and emailed.

Q32: Who are the current vendor(s) providing Fiscal Management Services for the programs included in this RFP?

A: ASI Works.

Q33: Is the fee to be paid per transaction or per month?

A: It is paid per transaction.

Q34: How many participants will transfer from ASI to contractor?

A: Approximately 1000 in LAH waiver; only 500 would use these services; 4500 MA Personal Care; Assisted Living—4000, but only about 2000 would be served in this contract. Our estimate is 5,000-5,800 total.

Q35: How many providers will transfer from ASI?

A: The number of providers that we estimate will be served by the fiscal intermediary is 4,400-5,200.

Q36: What is the current monthly call volume from Participants, Personal Care Providers, Service Coordinators, etc. (i.e., number of phone calls received per month by the current FMS vendor)?

A: We do not track that information; it is not currently required.

Q37: What is process for background check?

A: Background checks are run through CJIS. Applicants must visit the State Police who then process the requests.

Q38: Who is responsible for paying the cost of criminal background checks for Personal Care Providers (i.e., Participants, Personal Care Providers, or FMS Contractor)? If the Participant is responsible for the cost, is it part of the Plan of Service and budget? If the FMS Contractor is responsible for the cost, is the cost to be included in the Monthly Unit Price for Personal Care Providers or in the Monthly Unit Price for Participants (Group A)?

A: State police will bill through DHMH directly.

Q39: What is the Department's sense of emergency payment volume?

A: 400 people are pending transition at any given time; about 200 people per year move into independent homes who will need a security deposit.

Q41: Can the Department provide sample of plan of service?

A: Yes; a sample will be administered electronically; we can provide templates with redacted info in time (it was suggested that a list of data fields would be good).

Q42: What is the timing for consolidation of data systems?

A: As of Jan 1 it will be single format across all programs.

Q43: Is that a State operated database?

A: No, FEi Systems are working with the State to modify the system.

Q44: Does the vendor have to query the database or does the State push the data?

A: The vendor will query the database.

Q45: Is that query a list?

A: Yes.

Q46: How can the vendor interface with ISAS? Do providers enter time in ISAS?

A: Yes.

Q47: How is the FMS Contractor expected to interface with ISAS for timekeeping? Will DHMH provide copies of the ISAS training materials?

A: Via 835/837 process. Yes, DHMH will provide copies of training materials.

Q48: What is the current Monthly Unit Price for Personal Care Providers?

A: The current Monthly Unit Price for LAH Attendant Care Providers is $44.83 and $32.83 for MAPC/WOA Personal Care Providers.

Q49: What is the current Monthly Unit Price for Participants (Group A)?

A: There is currently no price charged for participants.

Q50: What is the current Monthly Unit Price for Monthly Transactions? Is this fee paid per transaction or per month in which transaction(s) occur?

A: Currently there is no transaction price. Case managers are required to handle transactions as part of their case management services. Thus there is no separate fee.

Q51: How many Participants are currently enrolled in each program or group that would transition from the current FMS vendor to the Contractor by January 1, 2014?

A: We estimate that as of January 1, 2014 between 5,000-5,8000 participants will be enrolled as either Group A or Group B participants and served by the fiscal intermediary in some capacity.

Q52: Will vendors receive data files from ISAS to pay against?

A: Yes

Q53: If the contractor receives unit reports for timekeeping, has that data already been verified?

A: Yes

Q54: The contractor will pay against what ISAS says?

A: Yes.

Q55: Can the incumbent rebid for this contract?

A: Yes.

Q57: Is a list of the bidder's contracts a requirement in this RFP?

A: Yes.

Q58: Does the Department validate a bidding organization for their services?

A: It is common to invite bidders to present, but methodologies are required to be detailed.

Q59: Is there a performance bond requirement?

A: No.

Q60: Does the Monthly Unit Price for Personal Care Providers apply only to the estimated 4,400-5,200 Personal Care Providers serving the estimated 5,000-8,000 Participants in Group A for whom the FMS Contractor will perform payroll and tax services based on timesheet data from ISAS?

A: Yes.

Q61: Does the Monthly Unit Price for Participants apply only to the estimated 4,400-5,200 Participants in Group A or does it also apply to the estimated 3,500 Participants in Group B (2,500 Participants receiving Items that Substitute for Human Assistance; 700 Participants receiving Transition services; and, 300 Participants receiving MFP Flex Funds)?

A: The unit price for participants only applies to Group A. There is no monthly unit price for Group B participants. Only transaction fees will be charged when applicable.

Q63: Does the Monthly Unit Price for the estimated 3,000-15,000 Transactions per month (which DHMH clarified during the Bidder's Conference is actually paid per each Transaction), apply to Participants in Group B only?

A: To receive transition services a participant must be in Group B. They may or may not also be in Group A. However they must be in Group B.

Q65: When will DHMH know if it is successful in "negotiating a 60-90 day transition period" referred to during the Bidder's Conference?

A: We anticipate a 60 day transition period. If there is a change we will notify the successful offeror.