

**DHMH/Developmental Disabilities Administration**  
**Level of Need Assessments (LON) RFP**  
**DHMH-OPASS 17-15929**  
**eMM#MDM0031027210**  
**Question and Answers #1**  
**July 1, 2016**

#	RFP	QUESTION	ANSWERS
1.	1.23.B	a. Please describe what is meant by “task order based” contract.  b. Please indicate whether the Department considers this contract a “task order based” contract.	This is not a task order based contract.
2.	1.34, 3.2.3 and 3.2.4	In order to successfully plan assessment staffing levels by jurisdiction, and to assist Bidders in their completion of Attachment G-1, please provide the distribution, by county, of LON and SIS assessment volumes anticipated by this RFP.	This is not a known variable and is based on historical data.
3.	1.1, 3.1.1.2	The RFP states (p.7) that the vendor is responsible for <i>Conducting a Supports Intensity Scale (SIS) interview <b>along with</b> the level-of-need assessment...</i>  a. Please confirm whether the Department will require the vendor to complete a level of need tool for every SIS assessment conducted, or for a subset of SIS assessments conducted.  b. Please confirm if the LON to be conducted in conjunction with the SIS is the IIRS.  c. If the LON to be conducted in conjunction with the SIS is <b>not</b> the IIRS, please specify the LON tool to be used in conjunction with the SIS.  d. If the tool to be used in conjunction with the SIS <b>is</b> the IIRS, please confirm whether the <i>vendor</i> will be responsible to gather all documentation required to justify scoring of the IIRS, or whether <i>another responsible entity</i> (e.g., a resource coordinator) will be responsible for gathering documentation for the vendor to review in order to score the IIRS.	Please review Section 3.2 which covers all information requested.

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4.	3.2.3	<p>a. Does the Department anticipate eliminating the use of the IIRS, and therefore eliminating assessment volumes associated with IIRS assessments, at any time during the potential 5 year span of this contract?</p> <p>b. If so, please identify the anticipated, likely, or desired timeframe for the elimination of the IIRS and assessment volumes associated with its use.</p>	<p>Yes the department does plan to eliminate the IIRS the anticipated timeframe will be determined once the rate study is complete for the Administration.</p>
5.	3.2.2	<p>The RFP, pg. 28, states: <i>The Administration shall purchase the license from AAIDD to gain access to the SIS Online and SIS materials.</i></p> <p>a. Please confirm that the state will hold all required contracts with AAIDD necessary for the use of AAIDD’s SIS intellectual property, access to and use of AAIDD SIS Enterprise and SIS-Online systems, and purchase of any required SIS materials.</p> <p>b. Please confirm that the state, as part of its contract with AAIDD, will purchase any SIS booklets that are needed for execution of contract requirements.</p>	<p>The DDA currently has a contract with AAIDD.</p> <p>All information from AAIDD and SIS is web based and available online. DDA will continue to have a contract with AAIDD for DDA’s use.</p>
6.	3.2.2	<p>The RFP, pg. 28, states: <i>The Contractor shall purchase SIS training and additional tools (as needed)...</i></p> <p>To assist vendors to create comparable cost proposals, please clarify the additional AAIDD services or AAIDD products the Department contemplates occurring within the unspecified category “<i>and additional tools</i>”.</p>	<p>The Contractor shall contact AAIDD to determine what is required to purchase in order to be certified.</p>
7.	3.2.2	<p>It appears that the Department has elected to have the vendor be responsible for all AAIDD SIS training costs. As these costs can be extraordinary, can change year to</p>	<p>The Contractor should consider this in their proposal pricing.</p>

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		<p>year, and are directly impacted by each state’s training and quality assurance policy, please clarify the following expectations. (These are important as AAIDD costs can be significant—training and quality review activities by AAIDD can exceed \$2,500 per day per AAIDD trainer, while AAIDD training and QA activities can span several weeks).</p> <p>a. If the vendor has AAIDD-certified SIS trainers in good standing (that AAIDD certifies for SIS training in Maryland), will the Department permit the vendor to utilize those AAIDD-certified SIS trainers to train SIS assessors in Maryland?</p> <p>b. Will the Department permit the vendor’s AAIDD-certified SIS trainers to re-certify SIS assessors through periodic SIS IRQRs (quality measurement) activity?</p> <p>c. Does the Department require that AAIDD national trainers re-certify the vendor’s SIS trainers annually or at any other periodicity (please specify the periodicity)?</p> <p>d. If the Department requires that any initial or re-certification of assessors be by AAIDD’s national trainers, please specify which certifications must be done by AAIDD (and paid for by the vendor).</p>	<p>a. All trainers must be trained through AAIDD.</p> <p>b. All AAIDD trainers must be certified by AAIDD</p> <p>c. Yes AAIDD trainers re-certify vendors as well as conduct interrater reliability test</p> <p>d. All required certifications that are required by AAIDD to conduct the SIS-A assessments are required.</p>
8.	3.2.4.1	For persons newly entering services please describe the information that will be	Please review the RFP Section 3.2 that

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		<p>available to the vendor to initiate a SIS assessment.</p> <p>a. Will the following information be made available to the vendor through a referral form or via data exchange at the time a SIS assessment is to be initiated:</p> <ul style="list-style-type: none"> <li>i. The name, DOB, location and contact information of the individual</li> <li>ii. The name and contact information of the individual's guardian</li> <li>iii. The name and contact information of any case manager or resource coordinator working with the individual while awaiting services</li> </ul> <p>b. If only some of this information necessary to schedule a SIS will be available to the vendor, please specify which data elements will be available, and if the data will be received via individual referral forms or electronically.</p>	<p>identifies this.</p>
9.	3.2.4.1	<p>Please describe the information that will be available to the vendor to initiate a SIS assessment for <b>individuals already receiving HCBS services</b>.</p> <p>a. Will the following information be made available to the vendor, and will the vendor receive the information through a <i>referral form</i> or via <i>data exchange</i> at the time a SIS assessment is to be initiated:</p> <ul style="list-style-type: none"> <li>i. The name, DOB, location and contact information of the individual</li> <li>ii. The name and contact</li> </ul>	<p>Please review the RFP Section 3.2.</p>

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		<p>information of the individual's guardian</p> <p>iii. The name and contact information of the individual's case manager or care coordinator</p> <p>iv. The name and contact information for all waiver providers serving the individual</p> <p>b. Please specify which data elements will be available to the vendor.</p> <p>c. Please specify if the data will be received via individual referral forms or if the data can be made available to the vendor through aggregate data excerpts.</p>	
10	3.2.4.3	<p>The RFP requires that the contractor <i>achieve a 10% of total interrater-reviewer reliability checks on the SIS interview scores with the AAIDD</i>. The specifics of how this requirement is achieved is not quite clear. Some interpretations would have potential to incur enormous costs and may be in line with typical state SIS practices. (We note that the linked articles associated with Section 3.2.4.3 did not clarify the requirement as stated.)</p> <p>a. Does this requirement imply that AAIDD national trainers will conduct onsite Interviewer Reliability Qualification Reviews for 10% of SIS assessments completed by the vendor?</p> <p>b. If so, please clarify if the vendor must assume the costs for this AAIDD IRQR activity.</p> <p>c. Does the Department desire the vendor to check the quality of 10% of SISs conducted?</p>	<p>a. Yes the AAIDD team does conduct interviewer reliability quality reviews as a quality measure.</p> <p>b. These are measures conducted by AAIDD as a quality measure.</p> <p>c. This is a quality measure that AAIDD conducts as a quality measure of the tool that is being administered by the</p>

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		<p>d. Does the Department desire the vendor have its own qualified AAIDD-certified SIS trainers conduct Interviewer Reliability Qualification Reviews for 10% of all SIS conducted?</p> <p>e. If so, once the vendor has demonstrated sustained reliability may the vendor implement an alternative schedule to maintain assessor quality performance?</p> <p>f. If these interpretations are not correct, please further describe specifically what must occur 10% of the time, or what must be 10% reliable to accomplish the Departments goals in reference to this requirement.</p>	<p>interviewer.</p> <p>d. This is a requirement by AAIDD.</p> <p>e. The vendor is encouraged to do its' own quality measures, however, AAIDD will continue to conduct their quality reviews of all AAIDD certified SIS trainers.</p> <p>f. Please refer to the answers a-e.</p>
11	3.2.4	Does the Department anticipate that SIS annual volumes will be relatively evenly spread across months within each contract year?	This is not a known variable. Information is based on historical data.
12	3.2.4	<p>a. Has the state identified any high priority groups of individuals whose SIS assessments must be completed by certain dates within the first two years of the contract?</p> <p>b. If so, please identify the high priority groups, their volumes, and the dates by which their SIS assessments must be completed.</p>	This is not a known variable. Information is based on historical data.
13	3.2.4	<p>AAIDD has established criteria defining an appropriate respondent group for completion of a SIS assessment. Some states use AAIDD's criteria, and some states add additional respondent criteria for establishing each SIS respondent group.</p> <p>a. Does the Department require implementation of any criteria for SIS respondents that go beyond standard AAIDD criteria?</p>	<p>a. The respondents should be based on AAIDD's criteria. Please refer to AAIDD's website.</p> <p>b. See AAIDD's website.</p>

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		b. If so, please specify all additional respondent requirements.	
14	3.2.4	a. After a SIS assessment is complete and finalized in SIS-online, does the vendor have any additional requirements for notification of outcome?  b. If so, please describe.	They must submit via a monthly invoice that the SIS assessment was completed to the DDA for payment.
15	1.34	In order to successfully plan assessment staffing levels by jurisdiction, and to assist Bidders in their completion of Attachment G-1, please provide the distribution, by county, of LON and SIS assessment volumes anticipated by this RFP.	This is not a known variable and the Financial Proposal is based on historical data.
16	3.1.1.1 /3.2.2 and 3.2.3	In Section 3.1.1.1 the Department specifies the use of the IIRS as the level-of-need assessment to be completed. In Sections 3.2.3.1 the IIRS is not specified as the LON tool to be used.  a. Please confirm that all references to level of need (LON) assessments throughout the RFP intend the vendor to use the IIRS.  b. If any reference to LON assessment in the RFP does <b>not</b> refer to use of the IIRS, please specify which reference(s), what tool is to be used by the vendor, and associated volumes if not specifically indicated within the RFP reference.	The DDA will continue to use the IIRS until the rate study is complete. At that time, the SIS-A will replace the IIRS
17	3.2.3	The <i>Reference Guidelines for Resource Coordinators: Individual Indicator Rating Scale, August 22</i> indicates that current typical practice for completion of the IIRS is to have resource coordinators identify, locate, acquire and submit all required documentation needed for the IIRS to the IIRS LON contractor for review and scoring. The IIRS contractor then completes a	a. Yes, the Coordinators of Community Services (CCS) formerly Resource Coordinators will be responsible for gathering and submitting supporting

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		<p>thorough desk review of submitted supporting documentation and scores the IIRS according to IIRS protocol.</p> <p>a. Will resource coordinators or other entities be responsible to gather and submit IIRS supporting documents to the vendor for:</p> <ul style="list-style-type: none"> <li>i. The 700 LON assessments referenced in 3.2.3.1?</li> <li>ii. The 100 emergency LON assessments referred by regional offices or headquarters referenced in 3.2.3.2?</li> <li>iii. The LONs to be conducted in tandem with SIS assessments referenced in 3.1.1.2?</li> </ul>	<p>documentation to the vendor.</p>
18	3.2.3	<p>a. Is it anticipated that any IIRS LON assessments will be conducted face-to-face?</p> <ul style="list-style-type: none"> <li>i. If so, Please specify which IIRS LON assessments are to be conducted face-to-face: <ul style="list-style-type: none"> <li>▪ Routine LON IIRS (700 per year)</li> <li>▪ Emergency LON IIRS</li> <li>▪ LON IIRS assessments conducted with SIS assessments</li> </ul> </li> <li>b. If so, will the vendor be responsible to gather IIRS required supporting documentation? Or Does the Department have a scoring protocol permitting scores in the absence of specific justifying documentation? If so, please provide.</li> <li>c. If medical record documentation of</li> </ul>	<ul style="list-style-type: none"> <li>a. It is expected that all IIRS will be conducted face-to-face.</li> <li>b. Documentation can be obtained from the CCS.</li> <li>c. Please refer to response from question #6 (below in blue section).</li> </ul>

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		IIRSW needs is not available at the time of IIRS emergency LON assessments, can the IIRS be scored according to reported needs and reported history of service utilization?	
19	3.2.3	<ul style="list-style-type: none"> <li>a. When an IIRS/LON assessment is complete and scored, by the vendor, what is the vendor required to do with the scores/outcomes?</li> <li>b. Are they to be entered into a state system? Please describe.</li> <li>c. Is the vendor responsible to distribute an outcome report? To whom? By what means?</li> </ul>	The vendor submits the IIRS to the Regional Office that requested the LON. They also must include completion in the monthly invoice for payment of outcome.
20	3.2.3	<ul style="list-style-type: none"> <li>a. How will the vendor receive IIRS referrals and what information will the vendor receive with each LON referral?</li> <li>b. Would the Department provide an example of the IIRS/LON referral form or dataset?</li> </ul>	Please review Section 3.2. There is not a departmentally approved specific referral form.
21	3.2.9	<p>The hyperlinks provided do not appear to contain the licensing and training reference information indicated in this section of the RFP.</p> <ul style="list-style-type: none"> <li>a. Would the state provide either updated links with contract relevant licensing and training information or the necessary documents themselves?</li> <li>b. Does the state have specific requirements regarding the licensing or qualifications of IIRS or LON reviewers? If so, please specify.</li> <li>c. Does the state provide or require specific IIRS or LON training for IIRS reviewers? If so, please specify.</li> </ul>	Licensing and training referenced on the links relate to DDA operations, individuals receiving services, providers, and COMAR regulations regarding staffing certifications.
22	Attach . F	Please provide current LON, emergency, and SIS per-assessment rates.	LON Assessments \$405 Emergency Assessments \$425

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			SIS Interviews \$705
23	General	Please provide an example of a completed IIRS evaluation report.	Please refer to the Reference guide.

Ascend Pt. 2

#	RFP SECTION	QUESTION	ANSWERS
24	3.2.1	<p>a. <b>For each IIRS referral made for persons in DDA funded programs, will the vendor receive “necessary documentation” from the individual’s resource coordinator?</b> <i>“Necessary documentation” as outlined on page 3 and 4 of the document Reference Guidelines for Resource Coordinators: Individual Indicator Rating Scale, August 22, 2014. This includes individual plan, PMOF, Nursing Plan, medical appointment records, hospitalization records, behavior related data, assessments, and evaluations.</i></p> <p>b. Please describe how such information be provided to the vendor.</p>	See RFP Section 3.2.
25	3.2.1	<p>a. <b>For each IIRS referral made for persons NOT currently in any DDA-funded programs, will the vendor receive “necessary documentation” from the individual’s resource coordinator?</b> <i>“Necessary documentation” as outlined on page 3 and 4 of the document Reference Guidelines for Resource Coordinators: Individual Indicator Rating Scale, August 22, 2014. This includes <b>Contact</b></i></p>	See Section 3.2.

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		<p><i>number for a reliable source of information, individual plan, data from the last comprehensive review and monitoring, medical summaries and hospitalization reports, APS reports, Medical Day Nursing POC, and LTC POC with the MAR.</i></p> <p>b. Please describe how such information be provided to the vendor.</p>	

Question #	Heading or Section #	Question	Answers
1	2.1.1	Eligibility criteria indicate bidders must be a Medicaid-eligible provider with the Maryland Medicaid Program. Are organizations that are not health care providers eligible to bid?	Section 2 states the Minimum Requirements to propose an offer which states "Medicaid Eligible provider with the Maryland Medicaid Program".
2	3.1.1	Please provide a copy of the IIRS assessment tool. Is there an electronic or online version of the tool? If so, please provide a copy.	Please refer to the Reference guide
3	3.1.1	Will the state provide a database or other repository for the vendor to record assessment results from the IIRS tool or will this need to be supplied by the vendor?	Please refer to the Reference guide
4	3.1.7	This section indicates the need for the IIRS assessment tool will be phased out, however the volume of IIRS assessments specified in the scope of work remains constant during the term of the contract. When does the state anticipate the IIRS assessment tool will be eliminated? How should the phase out of the IIRS tool be reflected in the	Refer to the answer to question #16.

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		cost proposal?	
5	3.2.3.1	The requirement for completing assessments within 10 days is very tight considering the rules that require 2 respondents who know the person well must be included in the assessment process. Coordinating the schedules of multiple participants sometimes takes more than 10 days. Would the state allow for an extended time period for completing assessments to accommodate scheduling difficulties?	Yes, however we still expect the 10 days with explanation of why the delay.
6	3.2.3.2	Do emergency assessments have to be done face to face?	No as long as the vendor has all the critical paper work/information to make the determination.
7	3.2.4.3	Is the vendor required to hire AAIDD for the 10% inter-rater validation or can we have AAIDD certify our trainers and Quality Assurance staff each year and then have vendor personnel perform the 10% validation?	Please refer to answer from question #10.
8	N/A	Our organization currently holds the contract with DHMH for Medicaid utilization management. Please confirm no conflict exists with holding the contract awarded under this procurement while also performing as the utilization management vendor for the state.	As long as you are not a provider being paid by DDA, there should not be a conflict.
9	N/A	What organization is currently performing these assessments in Maryland?	Support Network
10	N/A	What is the unit price per assessment under the existing contract for each IIRS assessment and for each SIS assessment?	\$405 and \$705
11	N/A	Has the state established an expected contract value or maximum contract	No.

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		amount for the new contract? If so, please provide that information.	