

State of Mississippi State and School Employees Health Insurance Management Board

Request for Proposal for Decision Support Services

Amendment Number One

Vendor Questions and Board Responses

August 9, 2019

1. RFP Page 14, Section 2. Minimum Vendor Requirements

Will you accept a subcontractor's qualifications as sufficient for meeting the minimum qualifications stated in this section?

The Minimum Vendor Requirements apply to the proposing vendor. While the vendor may elect to propose to provide certain services to the Board through the use of one or more subcontractors, the proposing vendor must meet and/or agree to comply with all five (5) of the RFP's Minimum Vendor Requirements in order for the proposal to receive consideration.

2. RFP Page 15, Section 3, Scope of Services 3

Please provide the list of vendors who will be supplying eligibility, claims, biometric, provider, and/or disease management data to the data warehouse.

Of the vendors listed in Section 1, Item 1.1 of the RFP, the Board currently receives data into the decision support system from ActiveHealth Management, Inc., Blue Cross & Blue Shield of Mississippi, and Prime Therapeutics, LLC. The Board reserves the right to add or delete vendors to the current list of entities that will supply data to the selected decision support services vendor.

3. Section 1.3.2 Instructions to Proposers (page 5)

QUESTION: For Tab 1, the 'Signed Proposal Cover Letter', are there any requirements on who should or could sign this Cover Letter?

The Signed Proposal Cover Letter should be signed by a company representative who is authorized to submit the proposal on behalf of the vendor.

4. Section 2. Minimum Vendor Requirements (page 14)

QUESTION: Under each minimum requirement that asks for client reference/contact info, is there a minimum number of clients required for each requirement? Or at least one client for each requirement?

As stated in the RFP, "proposing vendor must provide sufficient detail to demonstrate it has significant experience in working with programs similar in size and complexity to the Plan by providing a client reference(s)." While a vendor may choose to submit multiple client references to document compliance with the requirements, a single client reference meeting all requirements is likewise sufficient. Proposing vendors also have an opportunity to provide additional client references in response to Section 6 References.

5. **Section 2. Minimum Vendor Requirements (page 14)**

QUESTION: Can the same client reference be used across multiple minimum requirements?

Please see the response to question #4.

6. **Section 2. Minimum Vendor Requirements (page 14)**

QUESTION: Can we use the same clients for our references in Section 6?

Please see the response to question #4.

7. **Section 3. Scope of Services**

Requirement 3.7 - QUESTION: Does the State have any expectations for the amount of Vendor staffing to be on-site?

The scope of services does not require the selected vendor provide staff on-site in the State of Mississippi.

8. **Section 3. Scope of Services**

Requirement 3.10 - "The initial training schedule shall be provided for the completion of training prior to January 1, 2020, and shall include the following..."

QUESTION: Is this date for completion of training correct? Per Section 1.4, 'Important Dates', the contract effective date is scheduled for January 1, 2020. The contract effective date is traditionally when implementation begins, and it would not be practical to complete training before implementation has begun.

The service period for the contract to be awarded will commence on January 1, 2020. Prior to commencement of the service period, and after execution of the contract, the selected vendor should provide initial training on the decision support system. It is anticipated that such training will be dynamic in nature, and will continue into the contract service period.

9. **Section 3. Scope of Services**

Requirement 3.7 and 3.20 - "In addition, the Decision Support Vendor is expected to provide expert health care related consulting services ..." (3.7) and "As requested by the Board, provide other such services ..." (3.20)

QUESTION: Can the State provide more detail on what health care related consulting services means and whether we can assume that these services only fall within the scope of our proposal? For example, are actuarial services expected to be included in our offering and in scope?

The scope of services provided in the RFP describe the expected deliverables the decision support services vendor will provide. The "expert health care related consulting services and analytical support" described in Item 3.7 pertains to those services requested within the RFP, including the services proposed by the responding vendor, and as ultimately agreed to within the resulting contract. Actuarial services are not requested within this RFP nor anticipated to be included in the resulting contract.

10. Section 3. Scope of Services

Requirement 3.20 - "As requested by the Board, provide other such services for which the Decision Support Vendor has the technical capability to render."

QUESTION: If "other such services" are out of scope, will the vendor be able to bill for these "services" above and beyond the contracted fixed price?

*Any additional services proposed by the vendor should be adequately described and reflected in the **FEE SCHEDULE FOR DECISION SUPPORT SERVICES**, In the event the selected vendor is subsequently requested to provide related services which were not contemplated in a bundled or capped fee, such services will be negotiated and agreed to in writing by the Board and the selected vendor prior to the project/service being commenced.*

11. Section 3. Scope of Services

Requirement 3.23 - Professional Liability Insurance

QUESTION: Our primary professional liability insurer, Indian Harbor Insurance Company, is eligible or approved to write Surplus Lines business in Mississippi. Is this acceptable to meet the requirements in this Section?

The evaluation committee does not pre-qualify vendors in advance of receiving a proposal in response to the RFP. If the vendor has a question regarding the status of its insurer, it should contact the Mississippi Department of Insurance.

12. Section 6. References (page 21)

QUESTION: Can we use the same clients to satisfy both (1) and (2)? In other words, could we theoretically provide three client references that are governmental clients AND also satisfy (1)? OR, are you expecting three non-governmental client references and three governmental references, for a total of six client references?

Vendors are encouraged to provide up to three non-governmental and up to three governmental clients who will serve as references. All respondents are encouraged to provide up to the maximum number of original references.

13. Section 7. Service Plan

Requirement 7.5.31.I - "In the event data extracts are to be prepared and sent along an RFP, describe the process involved in creating such extracts."

QUESTION: Please clarify the use case for sending data extracts relative to "an RFP".

The term "RFP" in this sentence was a typo and should read "FTP".

14. Section 7. Service Plan

Requirement 7.6.32.F - "Able to integrate claims information, enrollment information, and wellness data"

QUESTION: Can the State clarify what type of Wellness data is currently being captured and would be used in the Decision Support System?

Currently, the decision support system is receiving and maintaining wellness data relative to biometric measures, health risk assessments, and related risk assessment metrics. The volume, frequency, and content of such data imports is subject to change.

15. Section 7. Service Plan

Requirement 7.6.36 - "Provide a copy of your most recent Statement on Standards for Attestation Engagements (SSAE) No. 16 report"

QUESTION: Please confirm that a SOC2 Report satisfies this requirement.

Confirmed

16. Section 7. Service Plan

Requirement 7.7.37.F - "Ability to provide audit trails"

QUESTION: What type of audit trails is the State referencing?

This question refers to the system's ability to track and report changes and updates to the received and stored data.

17. Section 7. Service Plan

Requirement 7.7.37.G - "Ability to edit data for reasonableness and accuracy"

QUESTION: Please provide more detail on how the State would expect to be able to edit data, and under what circumstances.

This question refers to the sufficiency of the system's data edit structure to detect errors and omissions, including corrective action processes to ensure the quality and completeness of the imported data.

18. General

QUESTION: How many unique data sources will be used to populate the Decision Support System?

See response to Question 2.

19. General

QUESTION: Does the State anticipate that new, unique data sources could be added during the term of the contract?

See response to Question 2.

20. How satisfied is the State of Mississippi with their current vendor?

a. Is the current vendor able to meet all of the requirements listed within the RFP?

b. What are the current challenges/gaps with the current vendor?

c. What does the current vendor do very well that is important for the new vendor to be able to do without disruption?

The Department of Finance and Administration's (DFA) contract with IBM for the decision support services requested herein will expire soon, necessitating the need for this RFP. Our satisfaction level with the services provided by the incumbent is not relevant to this RFP.

21. What other vendors are participating in this RFP?

All qualified vendors are invited to submit a proposal in response to this RFP.

22. Does the State of Mississippi anticipate any changes to membership above or below 10% during the agreement term?

While no material changes are anticipated in the enrollment totals for the Plan, the possibility exists that an increase or decrease exceeding 10% could occur. In the event enrollment deviated by more than 10%, the Board is amenable to consideration of an amendment to the contract reflecting the respective impact to the quantity or complexity of the revised service levels.

23. What are the business functions of the various internal/external users? (Financial? Clinical? Care Management? Population Health? Analytics? etc.) a. What level of expertise are the users? (Super Users? Advanced Users? etc.)

The Board's users currently include (from six to eight) personnel in accounting, benefits, analysis, and management, as well as external actuarial and consultant users.

24. Does the State of Mississippi currently have a dedicated team solely to analytics? If so, how big is the team and what business areas is the team comprised of/specialize in?

See response to Question 23.

25. How is the pricing calculated? Are the decision support services and consulting services calculated separately or as one price? How is the pricing scored? Does the lowest price receive full points and then the scoring is tiered?

As stated in the RFP, the Board strongly prefers bundled fees. The Board will evaluate fees submitted by individual vendors by comparing each against the lowest submitted fees to determine scoring for this category. The lowest submitted pricing for the non-optional services will receive the most points in this category, with all other proposals to receive scores relative to each's relation to the lowest submitted pricing.

26. Within section 7.10, Question 60C states:

Physician and Hospital PPO Network Model

Ability to profile the cost and use performance of specified physicians or hospitals. This model should automatically adjust for case-mix, providing accurate comparisons among providers. A quality measure should be based on the Centers for Medicare and Medicaid Services (CMS) mortality statistics.

a. Are the CMS mortality statistics referring to the provider level?

b. Will the vendor be obtaining the CMS Mortality data from CMS or will the State of Mississippi be providing this information?

Proposing vendors should describe their capabilities based on the information provided herein.

27. Within section 7.10, Question 60B states:

Risk Adjustment Modeling

Ability to allow projections for single, two-party, family and retiree premiums for risk adjustment, and calculate the impact of risk adjustment selection on indemnity plan rates

a. Can the State of Mississippi please provide more clarification on how they define risk adjustment modeling and how they plan to use it?

Proposing vendors should describe their capabilities based on the information provided herein.

28. Does the “original” signature for the Statement of Compliance mean a “wet” signature, not an image of the signature?

PDF® or similar image of an original signature from an authorized representative of the proposing vendor will suffice.

29. Can you please clarify if the desired go-live date of the platform is the same as the Contract Effective Date of 1/1/20 mentioned in the RFP?

Confirmed

30. Additionally, is it the intention of the Board to execute contracts by the Contract Award date of 9/27/19 mentioned in the RFP?

The current schedule provides for the Board to announce its intent to award on September 25, 2019, with the actual award expected to follow on September 27, 2019. Subsequent to a successful negotiation, and approval of the Public Procurement Review Board, the actual contract is expected to be executed in early November 2019, with a January 1, 2020 service effective date.

31. Section 3 -

Provide management reports to the Board on a quarterly basis in a format acceptable to the Board.

Question: Can the Board provide details on "acceptable format" and some examples of what you are looking for?

In Section 7.4, question 24, respondents are asked to “provide samples of standard management reports with frequency of distribution, as well as samples of ad-hoc reporting, as an appendix to your proposal”. As part of the implementation process, these reports will be reviewed to be sure all information in the reports is sufficient to meet the needs to the Plan.

NOTE: This amendment is hereby made a part of the State and School Employees Health Insurance Management Board’s Request for Proposal for Decision Support Services (RFP). This document must be signed and returned with your response to the RFP to acknowledge that you received the amendment and that you have accounted for it in your response to the Request for Proposal.

Authorized Signature of Proposer

Date

Printed Name of Proposer