

MDFA OI Request for Proposals for Pharmacy Claims & Performance Audit Services
MDFA OI RFP RFX Number: 3120002811
Amendment One
Issue Date: August 5, 2024

The Mississippi Department of Finance and Administration (MDFA) Office of Insurance (OI) through this Amendment One, modifies the original MDFA OI RFP RFX 3120002811 issued on July 18, 2024.

1. The Statement of Compliance and Exception form was inserted as Section 4 with remaining content and sections sequential numbering adjusted.
2. The fourth bullet **on RFP page 24 (RFP Subsection 9.1)** is amended as follows:
 - **Submission Format** – Each vendor must submit their written proposal in the style and format outlined herein.

The proposal shall consist of three (3) separate units: Cost, Technical, and Management. Pursuant to Mississippi Code Annotated §§ 27-104-7 and 31-7-401 through 31-7-423, the State of Mississippi requires a blind evaluation of certain factors not requiring knowledge of the name of the Vendor. All vendor-identifying information shall be removed and/or redacted. Identifying information includes, but is not limited to, any prior, current, and future names or addresses of the Vendor, any names of incumbent staff, any prior, current and future logos, watermarks, and company colors, any information which identifies the Vendor as an incumbent, and any other information, which would affect the blind evaluation of technical factors. The Technical Unit shall have no identifying information, while the Cost and Management Units will be allowed to have identifying information. Any proposals that do not adhere to these requirements within the “Blind” copy described below will be deemed non-responsive and may be rejected on that basis.

The three units of the proposal shall be comprised of the following eleven (11) sections. It is the Vendor’s responsibility to organize and separate the information into units and sections accordingly. **Cost Unit is Section 8; Technical Unit consists of Section 7; and Management Unit consists of Sections 1-6, and 9-11.**

The proposal should be labeled and submitted in the following order as applicable per file version:

Section 1 – Introduction/Signed Proposal Cover Letter

Section 2 – Scope of Services Confirmation

Section 3 – Minimum Vendor Requirements Confirmation

Section 4 – Signed Statement of Compliance and Exception(s) form

Section 5 – ~~General Questionnaire~~ Signed Statutory Requirement Disclosure Statement

Section 6 – ~~Signed Statutory Requirement Disclosure Statement~~ General Questionnaire

Section 7 – Technical Questionnaire

Section 8 – Fee Schedule

Section 9 – Signed Acknowledgement of RFP Amendments (if any)

Section 10 – Résumés for Key Staff: Provide a complete résumé of key vendor staff who will be assigned to render services to the Board, including detailed information on any special training or designations and each person’s respective total number of years of experience related to the services being requested in this RFP.

Section 11 – Any Additional Information Not Specifically Requested: If you have additional information you would like to provide, include it as Section 11 of your proposal. It is the Vendor’s sole responsibility to submit information relative to the evaluation of its proposal and the MDFA is under no obligation to solicit such information if it is not included with the proposal.

3. The Draft Pharmacy Claims and Performance Audit Services Contract replaced the Draft Medical Claims and Performance Audit Services Contract as RFP Appendix A.
4. The **attached Questions and Answers document** is incorporated fully along with this Amendment One as part of MDFA OI RFP RfX 3120002811.

Please acknowledge receipt of MDFA OI RFP RfX 3120002811 Amendment One by signing and returning this amendment, along with your proposal, **on or before 2:00 PM CST, August 20, 2024**. This acknowledgment should be enclosed in your proposal packet in accordance with the submission instructions located in the RFP. **Failure to submit this acknowledgment may result in rejection of the proposal.**

Company Name: _____

Printed Name of Representative: _____

Date: _____

Signature: _____

RFP RfX # 3120002811
RFP for Pharmacy Claims & Performance Audit Services
Procurement Questions and Answers

	Procurement Section, Page Number	Date Received	Question (As submitted)	Response
1.	RFP Section 1.1, Page 4	07/19/2024, 6:19 PM	What was the budget for these auditing services in 2024?	While this information is not deemed pertinent for the submission of a response to this RFP, the current PC&PAS contract with PillarRx Consulting, LLC is viewable by the public via https://www.transparency.ms.gov/ . Proposers should submit their most competitive proposal for consideration.
2.	RFP Section 7, Page 18	07/19/2024, 6:19 PM	Can we add a column for the Position name? Are the columns for a single, total fee by position by year, the “Maximum Project Cost” for that position and year? Please clarify that the total project maximum by year is the sum of the total fees by position for the year.	<p>Please use the first column for the position name and list the hourly fee per position (same line) by year in columns 2-6.</p> <p>The first fee schedule is to provide the hourly rates by position by year, while the second fee schedule is to provide the maximum project cost by year for performing the annual pharmacy claims and performance audit.</p> <p>The maximum project cost is the all-inclusive maximum cost quoted by your firm to perform the annual pharmacy claims and performance audit project.</p>
3.	RFP Section 2.2.1.d, Page 7	07/19/2024, 6:19 PM	Per the State’s agreement with CVS, what are the limitations as to the number of manufacturer contracts that may be reviewed by the auditor, e.g. top 5 manufacturers or manufacturers comprising 50% of the total rebated amounts? Are there any limits as to the number of quarters of invoices that may be reviewed each year?	There is no limitation to the manufacturers audited or the quarters audited. Previous audits show the top 10 manufacturers audit with several quarters reviewed.
4.	RFP Section 2.2.1.f, Page 7	07/19/2024, 6:19 PM	Does the State anticipate that the auditor will conduct an actual in-person review of a CVS Customer Care Center, or can the operation review	Operational review may be completed by questionnaire with any necessary meeting completed via Zoom, Teams, or other virtual meeting platform.

			be completed via Questionnaire and review of the data and information supporting the audit?	M DFA OI request the selected vendor to perform the random sample described in the Scope of Services as well as a screening of all claims processed by the Pharmacy benefits manager during the review period to identify trends or aberrances in processing.
5.	RFP Section 6.3, 7.3.1, Page 17	07/19/2024, 6:19 PM	This reference asks for sanitized prior recommendations. We did not see a request for a sample sanitized audit report? If a sanitized audit report is requested, can you please clarify and/or direct us to the request in the RFP?	RFP Technical Question #7.3.1 is two-fold. First, requesting for your process description and second, the provision of sanitized examples as described within said question.
6.	RFP Section 9.1, Page 22, "Submission Format"	07/19/2024, 6:19 PM	Can the proposer submit the paper responses in 3-ring binders? Should binders be submitted for Complete Proposal, Blind, and Redacted copies? Should all 3 be submitted on paper, or should just the Complete Proposal be submitted on paper and electronic, and Blind and Redacted just electronic?	If submitting proposal in paper format, the original signed proposal with two identical copies in three-ring binders along with an electronic copy in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF®) on flash drive or compact disc must be provided. The binders and electronic file must include the Complete and Blind proposals as well as a Redacted proposal, if applicable/elected.
7.	RFP Section 9.1, Page 23	07/19/2024, 6:19 PM	For clarity, can the proposer submit each electronic file on a separate USB with the paper copy?	One electronic copy in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF®) on one flash drive or compact disc must be provided if submitting proposal via paper format. The electronic copy provided with the paper format as well as the electronic format submission must include the Complete and Blind proposals as well as a Redacted proposal, if applicable/elected.
8.	RFP Section 9.1, Pages 22-23	07/19/2024, 6:19 PM	Please clarify. Should the proposer provide all sections in the Blind Copy but only "blind" Section 7? In other words, can the cover and sections other than Section 7 include identifying information?	The Complete and Redacted files consist of the three units of cost, technical, and management, or the 11 sections; while the Blind proposal or Technical file consists of only Section 7. Make sure that your response to content of the Blind Proposal File is answered in a manner that does not necessitate the identification of your firm. However, ensure you answer every part of the question(s), address all aspects

				of the requirement(s), and provide all requested information. Remember the evaluation committee can only evaluate or grade based on what you actually say in your response.
9.	RFP Section 2.2.1.c.ii, Page 7	07/22/2024, 5:47 PM	In addition to comparing the pharmacy contracts to the data, does the State want the auditor to send a test letter to a sample of pharmacies to verify the dispensing fee and amount paid to the pharmacy for a sampled claim?	Yes.
10.	RFP Section 2.2.1.b, Page 7	07/22/2024, 5:47 PM	Is the Pricing Guarantee based on the aggregate discount provided to the State for the guarantee period, or is the guarantee based on the actual individual per claim discounts?	Pricing Guarantee is based on aggregate; while administrative fee is based on per claim.
11.	RFP Section 4, Pages 12-13	07/31/2024, 8:17 AM	Signed Statement of Compliance and Exception(s) form – Can you please provide a copy of this form, as well as any instructions for completing the document?	Refer to the revised RFP, specifically Section 4 – Signed Compliance and Exceptions Form.
12.	RFP Section 5, Pages 14-15	07/31/2024, 8:17 AM	General Questionnaire – Would you like us to keep the bulleted questions as they are numbered in the State’s RFP (starting on page 14), or would you like us to change the numbering to reflect the proposal submission sections found on pages 22 and 23?	Refer to the revised RFP, specifically Section 6 – General Questionnaire.
13.	RFP Section 7, Pages 16-17	07/31/2024, 8:17 AM	Technical Questionnaire – Would you like us to keep the bulleted questions as they are numbered in the State’s RFP (starting on page 16), or would you like us to change the numbering to reflect the proposal submission sections found on pages 22 and 23?	Refer to the revised RFP, specifically Section 7 – Technical Questionnaire.
14.	RFP Section 7.3.6, Page 17	07/31/2024, 1:55 PM	Please detail what Documentation CVS Caremark is obligated to provide? And have you had any issues receiving these documents in the past?	This information is not deemed pertinent for the submission of a response to this RFP. Proposers should submit their information or services needed from MDFA OI based on its own business processes proposed.

15.	RFP Section 2, Page 6-8	07/31/2024, 1:55 PM	Is there any expectation for onsite audits or will all services be rendered remotely/virtually (e.g., desktop audit reviews)?	While certain audit functions may be performed electronically, the selected auditor may be expected to be on-site for a portion of the audit.
16.	RFP Section 2.2.1.f, Page 7	07/31/2024, 1:55 PM	Is there an expectation that any of the itemized “detailed operational audit” vendor deliverables (e.g., training programs and employee evaluation process) be completed by means of an onsite PBM review or may these audit review services be rendered remotely.	The audit can be completed virtually.
17.	RFP Section 2.2.1.c.iii, Page 7	07/31/2024, 1:55 PM	Please provide clarifying detail (e.g., is the audit solely related to virtual review of pharmacy claims data in comparison to compliance with pharmacy network participating terms and conditions) regarding vendor reporting deliverable related to audit review of the “Top five (5) chain and top five (5) independent pharmacies by claims volume”.	The Pharmacy Network Agreement Audit’s objective is to verify discounts and dispensing fees matching the executed network participation agreements. The contracts reviewed are of the top 5 chain and top 5 independent pharmacies according to claim utilization.
18.	RFP Appendix A, Draft PC&PAS Contract, Page 34	07/31/2024, 1:55 PM	Can you confirm that this RFP is only including pharmacy claims and not medical claims? Are you able to share a sample Pharmacy Claims Audit contract? (The contract shared in Appendix A is for the “Medical Claims and Performance Audit Services”)	Confirmed. Refer to the revised RFP, specifically the Appendix A, Draft Pharmacy Claims and Performance Audit Services Contract.
19.	RFP Section 2.2.1.e.ii, Page 7	07/31/2024, 1:55 PM	Please verify your definition of “Contingency therapy”	Contingency therapy refers to a type of behavioral therapy in which individuals are ‘reinforced’, or rewarded, for evidence of positive behavioral change.
20.	RFP Section 9.1, 2nd bullet point, Page 21	07/31/2024, 1:55 PM	Please provide the correct web address to register as a supplier with the State of Mississippi. https://www.dfa.ms.gov/vendor-information is not valid	https://www.dfa.ms.gov/mississippi-suppliersvendors
21.	RFP Sections 2.2.1.a and 3.3, Pages 6 and 10	07/31/2024, 1:55 PM	Would the State of Mississippi consider a 100% claims review equivalent to claims re-adjudication and, if not, could you please clarify your understanding of “electronic re-adjudication”?	Re-adjudication refers to ‘reprocessing’ 100% of the claims to ensure the claims were processed accurately.
22.	RFP Sections 2.2.1.a.v-vi, Page 7	07/31/2024, 1:55 PM	Would the State of Mississippi consider the drug pricing reference database Micromedex RED BOOK as equivalent to MediSpan?	No, Medispan is the required reference point.

23.	RFP Section 2.2.1.g, Page 8	07/31/2024, 1:55 PM	Can you clarify expectations for the “Fraud, waste, and abuse review”? Is the expectation to review the PBM’s process to detect FWA, or to review the PBM for FWA?	The expectation is for the auditor to review claims to assess any potential waste or abuse when evaluated from a member, pharmacy, and medical provider perspective.
24.	RFP Section 2.2.1.c, Page 7	07/31/2024, 1:55 PM	Can you clarify what is meant by “dispensing fees”? Is this a typo and is meant to refer to “Dispensing fees”?	This is a misprint; the correct term is Dispensing Fee.
25.	RFP Section 2.2.1.d, Page 7	07/31/2024, 1:55 PM	Regarding the rebate audit, can you confirm that CVS Caremark is required to provide access to the necessary manufacturer contracts for review by the auditor? Is the expectation that this review takes place onsite or remotely? Please detail any other restrictions/requirements of this rebate audit that are noted in the CVS Caremark contract	CVS Caremark will provide access to rebate information and manufacturer information. The audit can be completed virtually.
26.	RFP Section 7.3.1, Page 17	08/01/2024, 1:53 PM	In our response, can we provide the sanitized documents as an appendix	Yes, the sanitized examples may be provided as an appendix to the Blind Technical proposal/file. However, ensure you answer every part of the question(s), address all aspects of the requirement(s), and provide all requested information. Remember the evaluation committee can only evaluate or grade based on what you actually say or include in your response to Section 7 (Technical Questionnaire).
27.	RFP Section 7.1.1.c, Page 16	08/01/2024, 1:53 PM	The RFP specifies the technical unit is to be blind, but it asks for names and resumes. Please confirm if there should be a standard and a blind version.	The Blind Technical proposal file is required to contain no identifying information, not the Complete proposal file nor the Redacted proposal file. Make sure that your response to the content of the Blind technical proposal file is answered in a manner that does not necessitate the identification of the vendor name. However, ensure you answer every part of the question(s), address all aspects of the requirement(s), and provide all requested information as the evaluation committee can only evaluate or grade based on what you actually say or include in your response to Section 7 (Technical Questionnaire).

28.	RFP Section 9.1, Page 23	08/01/2024, 1:53 PM	Can DFA confirm that there should be 3 separate uploads? 1 complete document(management unit, technical unit, cost unit), Blind technical Unit, and a Complete redacted copy,	Confirmed, Vendors must include the Complete and Blind proposals as well as a Redacted proposal, if applicable/elected.
29.	RFP Section 9.1, Page 23	08/01/2024, 1:53 PM	The RFP specifies in section 9.1 a signed copy of the Statement of Compliance and Exceptions forms must be provided. Can the state provide the Statement of Compliance and Exceptions form?	Refer to the revised RFP, specifically Section 4 – Signed Compliance and Exceptions Form.

Question Submission Deadline: August 1, 2024, 5:00 PM CST

Response Issue Date: August 5, 2024