



ALABAMA MEDICAID AGENCY REQUEST FOR PROPOSALS

RFP Number: 2015-CAHPS-01	RFP Title: Alabama Medicaid Consumer Assessment of Healthcare Providers and Systems CAHPS 2015 Survey
RFP Due Date and Time: Monday, June 15, 2015 by 5pm Central Time	Number of Pages: 53
PROCUREMENT INFORMATION	
Project Director: Drew Nelson	Issue Date: May 14, 2015
Phone: 334.353.3216 E-mail Address: Drew.Nelson@medicaid.alabama.gov Website: http://www.medicaid.alabama.gov	Issuing Division: Project Development and Quality Improvement Program Managed Care Division 501 Dexter Ave Montgomery, AL 36104
INSTRUCTIONS TO VENDORS	
Return Proposal to: Alabama Medicaid Agency Attn.: Drew Nelson Lurleen B. Wallace Building 501 Dexter Avenue PO Box 5624 Montgomery, AL 36103-5624	Mark Face of Envelope/Package: RFP Number: 2015-CAHPS-01 RFP Due Date: Monday, June 15, 2015 by 5pm Central Time
	TOTAL 5-year Fixed Fee Cost: \$ _____
VENDOR INFORMATION	
<i>(Vendor must complete the following and return with RFP response)</i>	
Vendor Name/Address:	Authorized Vendor Signatory: (Please print name and sign in ink)
Vendor Phone Number:	Vendor FAX Number:
Vendor Federal I.D. Number:	Vendor E-mail Address:

Section A. RFP Checklist

1. ____ **Read the *entire* document.** Note critical items such as: mandatory requirements; supplies/services required; submittal dates; number of copies required for submittal; licensing requirements; contract requirements (i.e., contract performance security, insurance requirements, performance and/or reporting requirements, etc.).
2. ____ **Note the Project Manager’s name, address, phone numbers and e-mail address.** This is the only person you are allowed to communicate with regarding the RFP and is an excellent source of information for any questions you may have.
3. ____ **Take advantage of the “question and answer” period.** Submit your questions to the project director by the due date(s) listed in the Schedule of Events and view the answers as posted on the WEB. All addenda issued for an RFP are posted on the State’s website and will include all questions asked and answered concerning the RFP.
4. ____ **Use the forms provided,** i.e., cover page, disclosure statement, etc.
5. ____ **Check the State’s website for RFP addenda.** It is the Vendor’s responsibility to check the Medicaid website at www.medicaid.alabama.gov for any addenda issued for this RFP, no further notification will be provided. Vendors must submit a signed cover sheet for each addendum issued along with your RFP response.
6. ____ **Review and read the RFP document again** to make sure that you have addressed all requirements. Your original response and the requested copies must be identical and be complete. The copies are provided to the evaluation committee members and will be used to score your response.
7. ____ **Submit your response on time.** Note all the dates and times listed in the Schedule of Events and within the document, and be sure to submit all required items on time. Late proposal responses are *never* accepted.
8. ____ **Prepare to sign and return the Contract, Contract Review Report, Business Associate Agreement and other documents** to expedite the contract approval process. The selected vendor’s contract will have to be reviewed by the State’s Contract Review Committee which has strict deadlines for document submission. Failure to submit the signed contract can delay the project start date but will not affect the deliverable date.

This checklist is provided for assistance only and should not be submitted with Vendor’s Response.

Section B. Schedule of Events

The following RFP Schedule of Events represents the Alabama Medicaid Agency's best estimate of the schedule that shall be followed. Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates and will be impacted by the number of proposals received. The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the Medicaid website at www.medicaid.alabama.gov.

EVENT	DATE
RFP Issued	5/14/15
Questions Due	5/28/15
Answers to Questions Posted	6/08/15
Proposals Due by 5 pm CT	6/15/15
Evaluation Period	6/15/15 – 7/14/15
Oral Presentations (if required)	7/07/15 – 7/08/15
Contract Award Notification	7/24/15
**Contract Review Committee	9/03/15
Official Contract Award/Begin Work	10/01/15

**By State law, this contract must be reviewed by the LOC (Legislative Contract Review Oversight Committee). The Committee meets monthly and can, at its discretion, hold a contract for up to forty-five (45) days. The "Vendor Begins Work" date above may be impacted by the timing of the contract submission to the Committee for review and/or by action of the Committee itself.

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I. Background

Introduction

The Alabama Medicaid Agency (Medicaid) is issuing this Request for Proposals (RFP) to identify an National Committee for Quality Assurance (NCQA) accredited survey vendor that can collect Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey data to assess the experiences of care among Medicaid beneficiaries in the state. Alabama Medicaid is in the process of developing an 1115b Waiver to establish Regional Care Organizations (RCOs) in five regions of the state. These entities will be local non-profit provider based organizations that will eventually assume risk for enrollees assigned to the program. Sampling for the CAHPS survey will be conducted to enable comparisons across RCOs and to the non-RCO population, as well as across specified subpopulations of enrollees stratified by age and eligibility. The vendor will receive sample frame files from Medicaid for an initial full survey (in order to establish a baseline) and thereafter will receive sample files on a monthly basis in order to conduct continuous sampling that will support quarterly program monitoring as well as cumulative annual reporting. Surveys will be administered in both English and Spanish, using one or more modes of data collection proposed by the vendor that are feasible to administer within the Alabama Medicaid population.

This RFP represents the first phase of a multi-year initiative. The phase one focuses on RCO level and subpopulation comparisons is expected to extend from calendar years 2015 through 2019. A second concurrent phase will be initiated at a date yet to be determined that will collect CAHPS Clinician & Group (CG-CAHPS) survey data at the level of individual provider organizations. This RFP is limited to the phase one initiative only.

Current Medicaid Program and Population

Alabama Medicaid covers almost 1 million enrollees at any one time. Over half participate in a Primary Care Case Management (PCCM) program known as Patient 1st where they are assigned to a primary care provider who coordinates their care. Claims are still paid fee-for-service (FFS) for almost all populations. While Alabama is a rural state, the majority of the population does live in urban areas. Medicaid's enrollment requirements are restrictive, and the majority of the population is composed of children.

Medicaid has conducted CAHPS surveys twice in the past five years. Each time the surveys were limited to pilot programs serving the PCCM population only, and the most recent survey did not include sufficient sampling to yield reliable results.

Future Medicaid Program and Population

Medicaid is in the process of developing an 1115b Waiver to establish Regional Care Organizations (RCOs) in five regions of the state. These entities will be local non-profit provider based organizations that will eventually assume risk for enrollees assigned to the program. Approximately $\frac{3}{4}$ of the population will be covered by RCOs.

All information contained in this RFP and any amendments reflect the best and most accurate information available to Medicaid at the time of RFP preparation. No inaccuracies in such data shall constitute a basis for change of the payments to the Contractor or a basis for legal recovery of damages, actual, consequential or punitive, except to the extent that such inaccuracies are the result of intentional misrepresentation by Medicaid.

II. Scope of Work

Vendor's proposal must present a plan to conduct a CAHPS Health Plan Survey for Medicaid. The surveys will collect sample data that enable comparisons across RCOs and to the non-RCO population, as well as across specified subpopulations of enrollees stratified by age and eligibility, can be conducted. Medicaid will provide sample frame files to the vendor on a monthly basis in order to conduct continuous sampling that will support quarterly program monitoring as well as cumulative annual reporting. Surveys will be administered in both English and Spanish, using one or more modes of data collection proposed by the vendor that are feasible to administer within the Alabama Medicaid population. Medicaid expects the initial survey to be a valid sample of the full population and identified subpopulations with smaller regular surveys to follow. Subsequent survey sampling should allow for adequate responses of results.

Vendor must respond to each of the following Scope of Work subsections with an separate "Acknowledge and Will Comply" statement.

1. Project Objectives

Medicaid is interested in administering the CAHPS Health Plan Survey to assess beneficiaries' experiences with care. We are interested not only in statewide results but also results that can be stratified to compare experiences between the regions (A-E) that will eventually represent the RCOs in future years and also between the future RCO regions and the populations that will not be in RCOs in the future (non-RCO) on a quarterly basis.

Below is the current map of the Medicaid regional including probationary RCOs and Contributing Entities for each region.



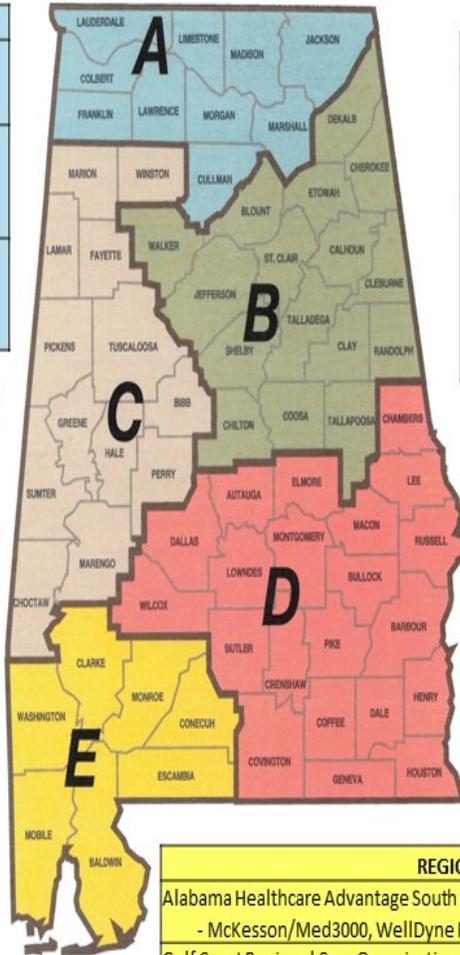
ALABAMA MEDICAID



Probationary Regional Care Organizations and Contributing Entities

REGION A
Alabama Community Care - Region A - Sentara - Huntsville Hospital System
Alabama Healthcare Advantage North - McKesson/Med3000 - WellDyne Rx - Individual Investors
My Care Alabama - Healthcare Business Solutions, LLC (Wholly-owned by BCBS) - North Alabama RCO Holding Co, LLC

REGION C
Alabama Community Care - Region C - Sentara - Huntsville Hospital System - DCH Health System - Whatley Health Services - Mental Health Retardation Board of Bibb, Pickens and Tuscaloosa Counties - Greater Alabama Health Network
Alabama Healthcare Advantage West - McKesson/Med3000 - WellDyne Rx - Individual Investors



REGION B
Alabama Care Plan - UAB Health Systems - St Vincents Health System - Triton Health Systems
Alabama Healthcare Advantage East - McKesson/Med3000 - WellDyne Rx - Ball Health Services - Anniston EMS - Individual Investors

REGION D
Care Network of Alabama - East Alabama Health Care Authority - East Alabama Medical Center - Triton Health Systems - Health Care Authority for Baptist Health - Houston County Health Care Authority - Univ of Ala Board of Trustees for UAB
Alabama Healthcare Advantage - McKesson/Med3000 - WellDyne Rx - Jackson Hospital - Individual Investors

REGION E
Alabama Healthcare Advantage South - McKesson/Med3000, WellDyne Rx, Individual Investors
Gulf Coast Regional Care Organization - USA HealthCare Management LLC, AltaPoint Health Care Systems

Revised: Jan 20, 2015

The table below shows population count estimates for each of the five regions (A-E) and the non-RCO (N).

Table 1. Medicaid enrollee estimates by RCO, non-RCO, and age and eligibility

Age Group	Eligibility Groups	June						Grand Total
		RCO A	RCO B	RCO C	RCO D	RCO E	Non-RCO	
Adult	Contraception						90,972	90,972
	Full	18,626	39,573	11,999	31,709	17,467	48,281	167,655
	Maternity	2,855	4,496	1,233	3,526	2,685	149	14,944
	QI/SLMB						37,986	37,986
	Other	4	13		8	4	17,173	17,202
Children	Full	72,577	127,351	33,685	97,068	63,766	20,654	415,101
	Maternity	1						1
	Other	12	23	1	5	5		46
Older Adult	Full	108	203	59	152	78	43,356	43,956
	QI/SLMB				2		44,478	44,480
	Other	4		1	3		20,849	20,857
Teen and Young Adult	Contraception						17,107	17,107
	Full	24,183	45,564	13,504	36,430	23,358	20,157	163,196
	Maternity	1,086	1,584	500	1,250	881	20	5,321
	QI/SLMB						35	35
	Other	11	15	2	2	3	257	290
Grand Total		119,467	218,822	60,984	170,155	108,247	361,474	1,039,149

* Above, highlighted cells are targeted sub-populations for sampling

Table 2. Medicaid enrollee estimates by RCO and non-RCO for the Adult and Child Survey

CAHPS Health Plan Survey version	June						Grand Total
	Region A	Region B	Region C	Region D	Region E	Non-RCO	
Adult Survey	21,481	44,069	13,232	35,235	20,152	303,095	437,264
Child Survey	96,760	172,915	47,189	133,498	87,124	40,811	578,297

2. Survey Instrument

Medicaid has decided to use the CAHPS Health Plan Survey Medicaid version 5.0, Adult and Child, developed by Medicaid for Healthcare Research and Quality (AHRQ) and endorsed by the National Quality Forum (NQF). The Vendor's will follow this guide. In addition to the core survey questions, we are particularly interested in supplemental items related to care coordination and health promotion.

3. Sampling

The Vendor will conduct the surveys using continuous monthly or quarterly sampling that would result in sufficient completed surveys at the RCO level for internal program monitoring quarterly. Cumulative

results will be used to produce formal quarterly reports for external purposes and for stratified results by region and non-RCO populations. Medicaid also requires annual reports that will also be stratified by eligibility category. Ongoing sample sizes should be sufficient to achieve reliable quarterly reporting for each cell in Table 2 under Program Objectives. Vendors are encouraged to recommend a stratified sampling approach that would ensure reliable reporting by highlighted eligibility category shown in Table 1 annually. Table 1 represents an expanded version of Table 2 by eligibility category.

The sampling frame for the Adult survey for the project will consist of adult (age 18 or over) beneficiaries who have had at least 11 months of continuous enrollment with no more than one 45-day break in enrollment. For the Child survey, the sampling frame will be parents/guardians of child (age 17 and younger) beneficiaries who have had at least 12 months of continuous enrollment with no more than one 45-day break in enrollment.

The sampling frame will be continuous. Medicaid will provide the vendor monthly eligibility files from administrative data. Continuous enrollment criteria and eligibility will already be applied. Vendors must propose their own specifications for this data file.

For purposes of pricing, vendors must include adequate labor to check and verify the completeness of the data files. Deduplication will involve ensuring that no more than one person per household is surveyed for this project per year. The vendor will be responsible for cleaning and verifying address fields.

4. Data Collection Protocol

The data collection protocol for this project must adhere to the CAHPS survey guidance as specified in Fielding the CAHPS Survey available on the AHRQ CAHPS website and any subsequent required accreditation standards. The following are standards that must be met:

- 4.1 The vendor will format the questionnaire according to the standard format recommended by the CAHPS survey guidance and agreed to by Medicaid. The vendor will be provided an electronic copy of the final questionnaire. CAHPS recommends a two-column format should the vendor elect to mail the survey as it has been extensively tested and shown to be effective in obtaining reliable data in a self-administered, mail mode.
- 4.2 Vendors will customize the survey instrument for each respondent by inserting the name and logo of Medicaid, as indicated on the survey instrument.
- 4.3 The customized survey will be sent to the respondent along with a cover document and instructions. The text of the cover document will be standard across all RCOs, except for the customized insertion of the RCO name at the appropriate places in the text. The text for the standard cover document will be provided to vendors in electronic form. The vendor will be responsible for inserting the name of the RCO in the text. Initially Medicaid's logo will be used for all surveys until the RCO's are fully implemented.
- 4.4 The cover document will include the Alabama Medicaid logo and other elements of its official letterhead. It will be signed electronically by the Commissioner of Medicaid.
- 4.5 Medicaid does not have information on preferred language of beneficiaries but anticipates the need to administer the survey in English and Spanish at a minimum.

5. Key Deliverables

The vendor will be responsible for the following deliverables:

5.1 Report of Survey Results and Data Files to Medicaid

This deliverable includes a report on survey administration, including: response rates, issues encountered, sampling methodology, data collection, data entry protocols, quality assurance processes, deduplication protocol, and any other element that Medicaid may require. Response rates should be calculated using the following response rate calculation:

$$\frac{\text{Number of completed mail surveys}}{\text{Completed surveys+Refusals+Nonresponses+Undeliverables}}$$

Completed surveys are defined as any survey in which at least half of the key items are completed by the respondent. A list of key items will be made available to the vendor for this calculation.

Reports and data files will be due to Medicaid within two weeks after the end of each quarter. Vendors should allow for a period of two weeks after receiving the reports to review them for accuracy and to check for any irregularities. Final reports will be due back to Medicaid within two weeks after receiving comments and edits.

5.2 Respondent Level Data Files to CAHPS Database

The vendor will be required to submit de-identified, respondent-level survey data files to the CAHPS Database at the next available submission period, which is typically in the late spring. Data files will be submitted according to specifications developed by the CAHPS Database. The files will include all questionnaire items and certain required information regarding survey administration for each of the samples.

6. Data Analysis and Reporting

The vendor will be required to submit a proposed data analysis protocol and reporting plan. It is expected that the vendor will provide to Medicaid raw data and completed analyses reports with validated response rates at least quarterly and annually. Vendor will provide reports of “raw data” results including calculated composites and item level results of the raw data. Data analysis protocols should be specific and include data cleaning rules and analytic plan.

III. Pricing

1. The Pricing section will be used as the sole representation of the Vendor's cost/price, and will be used during the Proposal evaluation.
2. Pricing information must be included in the Pricing Section, and only in the Pricing Section; no pricing information must be included in any other section responses. Inclusion of pricing information in any other Section may result in the Proposal being considered as non-responsive, and may result in disqualification.
3. Vendors must utilize Attachment B: Pricing Form to submit a detailed pricing plan with the RFP response.
4. Medicaid will only accept firm and fixed pricing for this project. No time-and-materials Proposals will be considered.
5. The Vendor must include all expenses, including travel, lodging, and any Subcontractor costs when preparing their Pricing.
6. A TOTAL 5-year Fixed Fee Cost is required and must be the same amount that is entered on the RFP Proposal Sheet for the TOTAL 5-year Fixed Fee Cost (first page of this RFP).

IV. General Medicaid Information

The Alabama Medicaid Agency is responsible for the administration of the Alabama Medicaid Program under a federally approved State Plan for Medical Assistance. Through teamwork, Medicaid strives to enhance and operate a cost efficient system of payment for health care services rendered to low income individuals through a partnership with health care providers and other health care insurers both public and private.

Medicaid's central office is located at 501 Dexter Avenue in Montgomery, Alabama. Central office personnel are responsible for data processing, program management, financial management, program integrity, general support services, professional services, and recipient eligibility services. For certain recipient categories, eligibility determination is made by Medicaid personnel located in eleven (11) district offices throughout the state and by approximately one hundred forty (140) out-stationed workers in designated hospitals, health departments and clinics. Medicaid eligibility is also determined through established policies by the Alabama Department of Human Resources and the Social Security Administration. In Nov 2014, more than 1,050,254 Alabama citizens were eligible for Medicaid benefits through a variety of programs.

Services covered by Medicaid include, but are not limited to, the following:

- Physician Services
- Inpatient and Outpatient Hospital Services
- Rural Health Clinic Services
- Laboratory and X-ray Services
- Nursing Home Services
- Early and Periodic Screening, Diagnosis and Treatment
- Dental for children ages zero (0) to twenty (20)
- Home Health Care Services and Durable Medical Equipment
- Family Planning Services
- Nurse-Midwife Services
- Federally Qualified Health Center Services
- Hospice Services
- Prescription Drugs
- Optometric Services
- Transportation Services
- Hearing Aids
- Intermediate Care Facilities for the Mentally Retarded and Mental Disease Services
- Prosthetic Devices
- Outpatient Surgical Services
- Renal Dialysis Services
- Home and Community Based Waiver Services
- Prenatal Clinic Services
- Mental Health Services

Additional program information can be found at www.medicaid.alabama.gov.

V. General

This document outlines the qualifications which must be met in order for an entity to serve as Contractor. It is imperative that potential Contractors describe, **in detail**, how they intend to approach the Scope of Work specified in Section II of the RFP in their response to the following sections. The ability to perform these services must be carefully documented, even if the Vendor has been or is currently participating in a Medicaid Program. Proposals will be evaluated based on the written information that is presented in the response. This requirement underscores the importance and the necessity of providing in-depth information in the proposal with all supporting documentation necessary.

The Vendor must demonstrate in the proposal a thorough working knowledge of program policy requirements as described, herein, including but not limited to the applicable Operational Manuals, State Plan for Medical Assistance, Administrative Code and Code of Federal Regulations (CFR) requirements.

Entities that are currently excluded under federal and/or state laws from participation in Medicare/Medicaid or any State's health care programs are prohibited from submitting bids.

VI. Mandatory Requirements

The Vendor must respond to each of the following with an “Acknowledge and Will Comply” statement. If the Vendor cannot respond to one or more of the listed mandatory requirements, Medicaid may deem the proposal as non-compliant and may reject it.

1. The Vendor must have all necessary business licenses, registrations and professional certifications at the time of the contracting to be able to do business in Alabama. Alabama law provides that a foreign corporation (an out-of-state company/firm) may not transact business in the state of Alabama until it obtains a Certificate of Authority from the Secretary of State, Section 10-2B-15.01, et seq., Code of Alabama 1975. To obtain forms for a Certificate of Authority, contact the Secretary of State, Corporations Division, (334) 242-5324, www.sos.state.al.us. The Certificate of Authority or a letter/form showing application has been made for a Certificate of Authority must be submitted with the bid.
2. The Vendor must have proven experience in implementing and maintaining CAHPS programs and have been in business a minimum of three years.
3. The Vendor must be certified by the National Committee for Quality Assurance (NCQA).

VII. Corporate Background

The Vendor must:

1. Provide a description demonstrating that the Vendor possesses the qualifications required in this RFP.
2. Provide a description of the Vendor's organization including corporate history and relevant experience of the Vendor.
3. Provide the date the organization was established.
4. Provide the number of years the Vendor has been providing the services procured in this RFP.
5. Provide information on the ownership of the company (public company, partnership, subsidiary, etc.) including an organizational chart depicting the Vendor's organization in relation to any parent, subsidiary or related organization.
6. Provide number of employees and resources.
7. Provide names and resumes of Senior Managers and Partners in regards to this RFP.
8. Provide a list of all similar projects the Vendor has completed within the last three years.
9. Provide a detailed breakdown of proposed staffing for this project, including names and education background of all employees that will be assigned to this project.
10. Provide a list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.
11. Acknowledge that Medicaid will not reimburse the Contractor until: (a) the Project Director has approved the invoice; and (b) Medicaid has received and approved all deliverables covered by the invoice.
12. Provide a statement as to whether the Vendor has ever been disqualified from competition for government contracts because of unsatisfactory performance on contracts; and if so, an explanation providing relevant details;
13. Provide details of any pertinent judgment, criminal conviction, investigation or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of which the Vendor has knowledge, or a statement that there are none. Medicaid reserves the right to reject a proposal solely on the basis of this information.
14. Provide a statement as to whether the Vendor or any individual who will perform work under the Contract has a possible conflict of interest (i.e. employment by Medicaid) and, if so, must state the nature of that conflict. Medicaid reserves the right to cancel an award if any interest disclosed from any source could either give the appearance of a conflict of interest or cause speculation as to the objectivity of the offer. Such determination regarding any questions of conflict of interest will be solely within the discretion of Medicaid.
15. Provide a statement identifying any and all Subcontractors, if any, who are needed in order to satisfy the requirements of this RFP. The percentage of work, as measured by percentage of total contract price, to be performed by the prime consultant must be provided. Subcontracted work must not collectively exceed forty percent (40%) of the total contract price.
16. Provide a statement that the Vendor is current on all taxes (federal, state, local) including, but not limited to, taxes on income, sales, property, etc.

VIII. Technical Requirements

Vendors must respond to the technical requirements listed below. Any omission may be determined as an incomplete response, and the Vendor may be removed from consideration for award of the RFP.

1. Understanding of Project Scope

- 1.1. Vendor must describe an understanding of the overall program requirements of the RFP.
- 1.2. Vendor must describe a clear understanding of CAHPS survey techniques.

2. Survey Plan and Project Plan

- 2.1. Vendor must describe over-all proposed methodology.
- 2.2. Vendor must describe a strategy on sample selection.
- 2.3. Vendor must describe a strategy for distributed surveys: Prelim contacts, follow ups.
- 2.4. Vendor must describe a strategy for data collection.
- 2.5. Vendor must describe a strategy for monitoring survey rates.
- 2.6. Vendor must describe a strategy for summarizing results.
- 2.7. Vendor must describe an overall timeline for implementation.
- 2.8. Vendor must describe an organizational structure to complete task.
- 2.9. Vendor must describe the Vendor's approach to custom or (additional) supplemental items, including open-ended questions. For purposes of pricing, Vendors should assume a total of 50 question items and provide options for adding custom or supplemental questions.
- 2.10. Vendor must describe how they will address the sampling process to ensure that these potential duplicates are removed.
- 2.11. Vendor must describe their approach to sampling, as well as to overall sample management, providing a discussion of any anticipated problems with these types of sample frames and any relevant experience in addressing them.
- 2.12. Vendor must justify their recommended starting sample sizes to ensure 300 completed surveys per RCO (regions A-E, each) and non-RCO groups per quarter. Also, Vendor must state any assumptions made for this recommendation. The Vendor must also recommend a stratified sampling approach for the ongoing sampling that would ensure at least 300 completed surveys by eligibility category shown in Table 2 annually.
- 2.13. Vendor must describe how it plans to accommodate survey administration in languages other than English.
- 2.14. Vendor must describe scenarios to different data collection modes (i.e., mail, telephone, web, mixed modalities) that have proven successful in projects of this size and scope. The emphasis is on obtaining a valid response rate (minimum of 300 responses) per identified population group using the available resources. Any responses greater than 600 per sub population will not be reimbursed for.
- 2.15. Vendors must provide detailed information on the data entry protocol and validation of the transfer of the data from the paper tool to electronic reporting. This would include all required training and quality assurance of data collection and reporting staff.
- 2.16. Vendor must document the resources and capability for completing the work necessary to implement the new CAHPS survey. The Vendor proposal must include a chart outlining the proposed tasks needed to complete the implementation by the October 1, 2015, deadline, as well as outline follow-up and routine reporting deliverables and staff needed to complete the proposed tasks. A sample schedule is outlined as follows:

TASK (Sample)	Date/Timeframe
1. Receive contract award from Medicaid	6/1/12
2. 'Implementation' time for organization to begin survey	6/1/12 – 6/10/12
3. Complete 1 st survey	7/10/12
4. Submit reports and data to Medicaid	7/30/12
5. Begin next survey cycle	8/5/12

3. Technical Experience of Vendor

- 3.1. Vendor must describe its experience\history with Medicaid populations.
- 3.2. Vendor must describe its response rates with previous Medicaid populations.
- 3.3. Vendor must describe its experience\history with sub-population results.
- 3.4. Vendor must describe its experience\history with on-going surveys.

4. Reporting Preliminary Results

- 4.1. Vendor must describe how raw data is transmitted to Medicaid.
- 4.2. Vendor must describe its reporting structure.
- 4.3. Vendor must describe how reports are summarized.
- 4.4. Vendor must describe its ability to generate adhoc reports.

VIII. References

The Vendor must provide three (3) references where the Vendor has performed the types of engagements of similar size and scope. **The Vendor must not list any Alabama Medicaid Agency personnel as a reference.** Medicaid will contact these references to verify Vendor's ability to perform the services sought under this RFP. The Vendor must notify all references prior to the submission of the proposal that representatives from Medicaid will directly contact the references for scheduling interviews. Label the reference responses as "Vendor Reference #1, Vendor Reference #2, Vendor Reference #3."

For each reference, the Vendor must provide:

1. Reference Name
2. Contract type
3. Description of service provided
4. A description of the Vendor's roles and responsibilities
5. Cost of the engagement
6. Maximum number of staff assigned on-site and off-site
7. Time period of the contract
8. A primary and secondary reference with name, title, e-mail address and telephone number.

IX. Submission Requirements

A. Authority

This RFP is issued under the authority of Section 41-16-72 of the Alabama Code and 45 CFR 74.40 through 74.48. The RFP process is a procurement option allowing the award to be based on stated evaluation criteria. The RFP states the relative importance of all evaluation criteria. No other evaluation criteria, other than as outlined in the RFP, will be used.

In accordance with 45 CFR 74.43, the State encourages free and open competition among Vendors. Whenever possible, the State will design specifications, proposal requests, and conditions to accomplish this objective, consistent with the necessity to satisfy the State's need to procure technically sound, cost-effective services and supplies.

B. Single Point of Contact

From the date this RFP is issued until a Vendor is selected and the selection is announced by the Project Director, all communication must be directed to the Project Director in charge of this solicitation.

Vendors or their representatives must not communicate with any State staff or officials regarding this procurement with the exception of the Project Director. Any unauthorized contact may disqualify the Vendor from further consideration. Contact information for the single point of contact is as follows:

<i>Project Director:</i>	Drew Nelson, MPH
<i>Address:</i>	Alabama Medicaid Agency Lurleen B. Wallace Bldg. 501 Dexter Avenue PO Box 5624 Montgomery, Alabama 36103-5624
<i>Telephone Number:</i>	334.353.3216
<i>E-Mail Address:</i>	Drew.Nelson@medicaid.alabama.gov

C. RFP Documentation

All documents and updates to the RFP including, but not limited to, the actual RFP, questions and answers, addenda, etc, will be posted to Medicaid's website at www.medicaid.alabama.gov.

D. Questions Regarding the RFP

Vendors with questions requiring clarification or interpretation of any section within this RFP must submit questions and receive formal, written replies from the State. Each question must be submitted to the Project Director via email. Questions and answers will be posted on the website as defined in Section B. Schedule of Events.

E. Acceptance of Standard Terms and Conditions

Vendor must submit a statement stating that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Additions or exceptions to the standard terms and conditions are not allowed.

F. Adherence to Specifications and Requirements

Vendor must submit a statement stating that the Vendor has an understanding of and will comply with the specifications and requirements described in this RFP.

G. Order of Precedence

In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should Medicaid issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal in the event of an inconsistency, ambiguity, or conflict.

H. Vendor's Signature

The proposal must be accompanied by the RFP Cover Sheet signed in ink by an individual authorized to legally bind the Vendor. The Vendor's signature on a proposal in response to this RFP guarantees that the offer has been established without collusion and without effort to preclude the State from obtaining the best possible supply or service. Proof of authority of the person signing the RFP response must be furnished upon request.

I. Offer in Effect for 90 Days

A proposal may not be modified, withdrawn or canceled by the Vendor for a 90-day period following the deadline for proposal submission as defined in the Schedule of Events, or receipt of best and final offer, if required, and Vendor so agrees in submitting the proposal.

J. Medicaid Not Responsible for Preparation Costs

The costs for developing and delivering responses to this RFP and any subsequent presentations of the proposal as requested by Medicaid are entirely the responsibility of the Vendor. Medicaid is not liable for any expense incurred by the Vendor in the preparation and presentation of their proposal or any other costs incurred by the Vendor prior to execution of a contract.

K. Medicaid's Rights Reserved

While Medicaid has every intention to award a contract as a result of this RFP, issuance of the RFP in no way constitutes a commitment by Medicaid to award and execute a contract. Upon a determination such actions would be in its best interest, Medicaid, in its sole discretion, reserves the right to:

- Cancel or terminate this RFP;
- Reject any or all of the proposals submitted in response to this RFP;
- Change its decision with respect to the selection and to select another proposal;
- Waive any minor irregularity in an otherwise valid proposal which would not jeopardize the overall program and to award a contract on the basis of such a waiver (minor irregularities are those which will not have a significant adverse effect on overall project cost or performance);
- Negotiate with any Vendor whose proposal is within the competitive range with respect to technical plan and cost;
- Adopt to its use all, or any part, of a Vendor's proposal and to use any idea or all ideas presented in a proposal;
- Amend the RFP (amendments to the RFP will be made by written addendum issued by Medicaid and will be posted on the Medicaid website);
- Not award any contract.

L. Price

Vendors must respond to this RFP by utilizing the RFP Proposal Sheet to indicate the TOTAL 5-year Fixed Fee Cost for the implementation and updating/operation phase to complete the scope of work.

M. Submission of Proposals

Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to 2015-CAHPS-01. Proposals must be sent to the attention of the Project Director and received at Medicaid as specified in the Schedule of Events. It is the responsibility of the Vendor to ensure receipt of the Proposal by the deadline specified in the Schedule of Events.

N. Copies Required

Vendors must submit one original Proposal with original signatures in ink, and six additional hard copy in binder form, plus two electronic (Word format) copies of the Proposal on CD or jumpdrive clearly labeled with the Vendor name. One electronic copy MUST be a complete Microsoft Word version of the Vendor's response and the second electronic copy MUST have any information asserted as confidential or proprietary removed. Vendor must identify the original hard copy clearly on the outside of the proposal.

O. Late Proposals

Regardless of cause, late proposals will not be accepted and will automatically be disqualified from further consideration. It shall be the Vendor's sole risk to assure delivery to Medicaid by the designated deadline. Late proposals will not be opened and may be returned to the Vendor at the expense of the Vendor or destroyed if requested.

P. Proposal Format

Proposals must be prepared on standard 8 ½" x 11" paper and must be bound. All proposal pages must be numbered unless specified otherwise. Foldouts containing charts, spreadsheets, and oversize exhibits are not permissible. All responses, as well as, any reference material presented, must be written in English.

Proposals must not include references to information located elsewhere, such as Internet websites. Information or materials presented by the Vendor outside the formal response or subsequent discussion/negotiation, if requested, will not be considered, and will have no bearing on any award.

This RFP and its attachments will be posted by electronic means on the Medicaid website. The Vendor acknowledges and accepts full responsibility to ensure that no changes are made to the RFP. In the event of inconsistencies or contradictions between language contained in the RFP and a Vendor's response, the language contained in the RFP will prevail. Should Medicaid issue addenda to the original RFP, then said addenda, being more recently issued, would prevail against both the original RFP and the Vendor's proposal

Q. Proposal Withdrawal

The Vendor may withdraw a submitted proposal at any time before the deadline for submission. To withdraw a proposal, the Vendor must submit a written request, signed by a Vendor's representative authorized to sign the resulting contract, to the RFP Project Director. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up to the Deadline for Submitting Proposals.

R. Proposal Amendment

Medicaid will not accept any amendments, revisions, or alterations to proposals after the Deadline for Submitting Proposals unless such is formally requested, in writing, by Medicaid.

S. Proposal Errors

The Vendor is liable for all errors or omissions contained in their proposals. The Vendor will not be allowed to alter proposal documents after the Deadline for Submitting Proposals. If the Vendor needs to change a previously submitted proposal, the Vendor must withdraw the entire proposal and may submit the corrected proposal before the Deadline for Submitting Proposals.

T. Proposal Clarifications

Medicaid reserves the right to request clarifications with any or all Vendors if they are necessary to properly clarify compliance with the requirements of this RFP. Medicaid will not be liable for any costs associated with such clarifications. The purpose of any such clarifications will be to ensure full understanding of the proposal. Clarifications will be limited to specific sections of the proposal identified by Medicaid. If clarifications are requested, the Vendor must put such clarifications in writing within the specified time frame.

U. Disclosure of Proposal Contents

Proposals and supporting documents are kept confidential until the evaluation process is complete and a Vendor has been selected. The Vendor should be aware that any information in a proposal may be subject to disclosure and/or reproduction under Alabama law. Designation as proprietary or confidential may not protect any materials included within the proposal from disclosure if required by law. The Vendor should mark or otherwise designate any material that it feels is proprietary or otherwise confidential by labeling the page as "CONFIDENTIAL" on the bottom of the page. The Vendor must also state any legal authority as to why that material should not be subject to public disclosure under Alabama open records law and is marked as Proprietary Information. By way of illustration but not limitation, "Proprietary Information" may include trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know-how, improvements, discoveries, developments, designs and techniques.

Information contained in the Pricing Section may not be marked confidential. It is the sole responsibility of the Vendor to indicate information that is to remain confidential. Medicaid assumes no liability for the disclosure of information not identified by the Vendor as confidential. If the Vendor identifies its entire proposal as confidential, Medicaid may deem the proposal as non-compliant and may reject it.

X. Evaluation and Selection Process

A. Initial Classification of Proposals as Responsive or Non-responsive

All proposals will initially be classified as either “responsive” or “non-responsive.” Proposals may be found non-responsive at any time during the evaluation process or contract negotiation if any of the required information is not provided; or the proposal is not within the plans and specifications described and required in the RFP. If a proposal is found to be non-responsive, it will not be considered further.

Proposals failing to demonstrate that the Vendor meets the mandatory requirements listed in Appendix A will be deemed non-responsive and not considered further in the evaluation process (and thereby rejected).

B. Determination of Responsibility

The Project Director will determine whether a Vendor has met the standards of responsibility. In determining responsibility, the Project Director may consider factors such as, but not limited to, the Vendor’s specialized expertise, ability to perform the work, experience and past performance. Such a determination may be made at any time during the evaluation process and through contract negotiation if information surfaces that would result in a determination of non-responsibility. If a Vendor is found non-responsible, a written determination will be made a part of the procurement file and mailed to the affected Vendor.

C. Opportunity for Additional Information

Medicaid reserves the right to contact any Vendor submitting a proposal for the purpose of clarifying issues in that Vendor’s proposal. Vendors should clearly designate in their proposal a point-of-contact for questions or issues that arise in Medicaid’s review of a Vendor’s proposal.

D. Evaluation Committee

An Evaluation Committee appointed by the Project Director will read the proposals, conduct corporate and personal reference checks, score the proposals, and make a written recommendation to the Commissioner of the Alabama Medicaid Agency. Medicaid may change the size or composition of the committee during the review in response to exigent circumstances.

E. Scoring

The Evaluation Committee will score the proposals using the scoring system shown in the table below. The highest score that can be awarded to any proposal is 100 points.

Evaluation Factor	Highest Possible Score
Corporate Background	10
References	10
Technical Requirements	50
Price	30
Total	100

F. Determination of Successful Proposal

The Vendor whose proposal is determined to be in the best interest of Medicaid will be recommended as the successful Contractor. The Project Director will forward this Vendor's proposal through the supervisory chain to the Commissioner, with documentation to justify the Committee's recommendation.

When the final approval is received, Medicaid will notify the selected Vendor. If Medicaid rejects all proposals, it will notify all Vendors. Medicaid will post the award on Medicaid's website at www.medicaid.alabama.gov. The award will be posted under the applicable RFP number.

XI. General Terms and Conditions

A. General

This RFP and Contractor's response thereto shall be incorporated into a contract by the execution of a formal agreement. The contract and amendments, if any, are subject to approval by the Governor of the State of Alabama.

The contract shall include the following:

1. Executed contract,
2. RFP, attachments, and any amendments thereto,
3. Contractor's response to the RFP, and shall be construed in accordance with and in the order of the applicable provisions of:
 - Title XIX of the Social Security Act, as amended and regulations promulgated hereunder by HHS and any other applicable federal statutes and regulations
 - The statutory and case law of the State of Alabama
 - The Alabama State Plan for Medical Assistance under Title XIX of the Social Security Act, as amended
 - The Medicaid Administrative Code
 - Medicaid's written response to prospective Vendor questions

B. Compliance with State and Federal Regulations

Contractor shall perform all services under the contract in accordance with applicable federal and state statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the federal statutes and regulations as the same may be amended from time to time.

C. Term of Contract

The initial contract term shall be for a period of two years effective upon the date indicated in the signed contract. Alabama Medicaid shall have three, 1-year options for extending this contract if approved by the Legislative Contract Review Oversight Committee. At the end of the contract period Alabama Medicaid may at its discretion, exercise the extension option and allow the period of performance to be extended at the rate indicated on the RFP Cover Sheet. The Vendor will provide pricing for each year of the contract, including any extensions.

Contractor acknowledges and understands that this contract is not effective until it has received all requisite state government approvals and Contractor shall not begin performing work under this contract until notified to do so by Medicaid. Contractor is entitled to no compensation for work performed prior to the effective date of this contract.

D. Contract Amendments

No alteration or variation of the terms of the contract shall be valid unless made in writing and duly signed by the parties thereto. The contract may be amended by written agreement duly executed by the parties. Every such amendment shall specify the date its provisions shall be effective as agreed to by the parties.

The contract shall be deemed to include all applicable provisions of the State Plan and of all state and federal laws and regulations applicable to the Alabama Medicaid Program, as they may be amended. In the event of any substantial change in such Plan, laws, or regulations, that materially affects the operation

of the Alabama Medicaid Program or the costs of administering such Program, either party, after written notice and before performance of any related work, may apply in writing to the other for an equitable adjustment in compensation caused by such substantial change.

E. Confidentiality

Contractor shall treat all information, and in particular information relating to individuals that is obtained by or through its performance under the contract, as confidential information to the extent confidential treatment is provided under State and Federal laws including 45 CFR §160.101 – 164.534. Contractor shall not use any information so obtained in any manner except as necessary for the proper discharge of its obligations and rights under this contract.

Contractor shall ensure safeguards that restrict the use or disclosure of information concerning individuals to purposes directly connected with the administration of the Plan in accordance with 42 CFR Part 431, Subpart F, as specified in 42 CFR § 434.6(a)(8). Purposes directly related to the Plan administration include:

1. Establishing eligibility;
2. Determining the amount of medical assistance;
3. Providing services for recipients; and
4. Conducting or assisting an investigation, prosecution, or civil or criminal proceeding related to the administration of the Plan.

Pursuant to requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 (Public Law 104-191), the successful Contractor shall sign and comply with the terms of a Business Associate agreement with the Agency (Appendix B).

F. Security and Release of Information

Contractor shall take all reasonable precautions to ensure the safety and security of all information, data, procedures, methods, and funds involved in the performance under the contract, and shall require the same from all employees so involved. Contractor shall not release any data or other information relating to the Alabama Medicaid Program without prior written consent of Medicaid. This provision covers both general summary data as well as detailed, specific data. Contractor shall not be entitled to use of Alabama Medicaid Program data in its other business dealings without prior written consent of Medicaid. All requests for program data shall be referred to Medicaid for response by the Commissioner only.

G. Federal Nondisclosure Requirements

Each officer or employee of any person to whom Social Security information is or may be disclosed shall be notified in writing by such person that Social Security information disclosed to such officer or employee can be only used for authorized purposes and to that extent and any other unauthorized use herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the cost of prosecution. Such person shall also notify each such officer or employee that any such unauthorized further disclosure of Social Security information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR 301.6103(n).

Additionally, it is incumbent upon the contractor to inform its officers and employees of penalties for improper disclosure implied by the Privacy Act of 1974, 5 USC 552a. Specifically, 5 USC 552a (i) (1), which is made applicable to contractors by 5 USC 552a (m) (1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to

agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is prohibited, willfully discloses that material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

H. Contract a Public Record

Upon signing of this contract by all parties, the terms of the contract become available to the public pursuant to Alabama law. Contractor agrees to allow public access to all documents, papers, letters, or other materials subject to the current Alabama law on disclosure. It is expressly understood that substantial evidence of Contractor's refusal to comply with this provision shall constitute a material breach of contract.

I. Termination for Bankruptcy

The filing of a petition for voluntary or involuntary bankruptcy of a company or corporate reorganization pursuant to the Bankruptcy Act shall, at the option of Medicaid, constitute default by Contractor effective the date of such filing. Contractor shall inform Medicaid in writing of any such action(s) immediately upon occurrence by the most expeditious means possible. Medicaid may, at its option, declare default and notify Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from Contractor.

J. Termination for Default

Medicaid may, by written notice, terminate performance under the contract, in whole or in part, for failure of Contractor to perform any of the contract provisions. In the event Contractor defaults in the performance of any of Contractor's material duties and obligations, written notice shall be given to Contractor specifying default. Contractor shall have 10 calendar days, or such additional time as agreed to in writing by Medicaid, after the mailing of such notice to cure any default. In the event Contractor does not cure a default within 10 calendar days, or such additional time allowed by Medicaid, Medicaid may, at its option, notify Contractor in writing that performance under the contract is terminated and proceed to seek appropriate relief from Contractor.

K. Termination for Unavailability of Funds

Performance by the State of Alabama of any of its obligations under the contract is subject to and contingent upon the availability of state and federal monies lawfully applicable for such purposes. If Medicaid, in its sole discretion, deems at any time during the term of the contract that monies lawfully applicable to this agreement shall not be available for the remainder of the term, Medicaid shall promptly notify Contractor to that effect, whereupon the obligations of the parties hereto shall end as of the date of the receipt of such notice and the contract shall at such time be cancelled without penalty to Medicaid, State or Federal Government.

L. Proration of Funds

In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.

M. Termination for Convenience

Medicaid may terminate performance of work under the Contract in whole or in part whenever, for any reason, Medicaid, in its sole discretion determines that such termination is in the best interest of the State. In the event that Medicaid elects to terminate the contract pursuant to this provision, it shall so notify the Contractor by certified or registered mail, return receipt requested. The termination shall be effective as of the date specified in the notice. In such event, Contractor will be entitled only to payment for all work satisfactorily completed and for reasonable, documented costs incurred in good faith for work in progress.

The Contractor will not be entitled to payment for uncompleted work, or for anticipated profit, unabsorbed overhead, or any other costs.

N. Force Majeure

Contractor shall be excused from performance hereunder for any period Contractor is prevented from performing any services pursuant hereto in whole or in part as a result of an act of God, war, civil disturbance, epidemic, or court order; such nonperformance shall not be a ground for termination for default.

O. Nondiscriminatory Compliance

Contractor shall comply with Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Executive Order No. 11246, as amended by Executive Order No. 11375, both issued by the President of the United States, the Americans with Disabilities Act of 1990, and with all applicable federal and state laws, rules and regulations implementing the foregoing statutes with respect to nondiscrimination in employment.

P. Small and Minority Business Enterprise Utilization

In accordance with the provisions of 45 CFR Part 74 and paragraph 9 of OMB Circular A-102, affirmative steps shall be taken to assure that small and minority businesses are utilized when possible as sources of supplies, equipment, construction, and services.

Q. Worker's Compensation

Contractor shall take out and maintain, during the life of this contract, Worker's Compensation Insurance for all of its employees under the contract or any subcontract thereof, if required by state law.

R. Employment of State Staff

Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract any professional or technical personnel, who are or have been in the employment of Medicaid during the previous twelve (12) months, except retired employees or contractual consultants, without the written consent of Medicaid. Certain Medicaid employees may be subject to more stringent employment restrictions under the Alabama Code of Ethics, §36-25-1 et seq., code of Alabama 1975.

S. Immigration Compliance

Contractor will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Contractor shall comply with the requirements of the Immigration Reform and Control Act of 1986 and the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (Ala. Act 2012-491 and any amendments thereto) and certify its compliance by executing Attachment G. Contractor will document that the Contractor is enrolled in the E-Verify Program operated by the US Department of Homeland Security as required by Section 9 of Act 2012-491. During the performance of the contract, the contractor shall participate in the E-Verify program and shall verify every employee that is required to be verified according to the applicable federal rules and regulations. Contractor further agrees that, should it employ or contract with any subcontractor(s) in connection with the performance of the services pursuant to this contract, that the Contractor will secure from such subcontractor(s) documentation that subcontractor is enrolled in the E-Verify program prior to performing any work on the project. The subcontractor shall verify every employee that is required to be verified according to the applicable federal rules and regulations. This subsection shall only apply to subcontractors performing work on a project subject to the provisions of this section and not to collateral persons or business entities hired by the subcontractor. Contractor shall maintain the subcontractor documentation that shall be available upon request by the Alabama Medicaid Agency.

Pursuant to Ala. Code §31-13-9(k), by signing this contract, the contracting parties affirm, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the state of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom.

Failure to comply with these requirements may result in termination of the agreement or subcontract.

T. Share of Contract

No official or employee of the State of Alabama shall be admitted to any share of the contract or to any benefit that may arise there from.

U. Waivers

No covenant, condition, duty, obligation, or undertaking contained in or made a part of the contract shall be waived except by written agreement of the parties.

V. Warranties Against Broker's Fees

Contractor warrants that no person or selling agent has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission percentage, brokerage, or contingency fee excepting bona fide employees. For breach of this warranty, Medicaid shall have the right to terminate the contract without liability.

W. Novation

In the event of a change in the corporate or company ownership of Contractor, Medicaid shall retain the right to continue the contract with the new owner or terminate the contract. The new corporate or company entity must agree to the terms of the original contract and any amendments thereto. During the interim between legal recognition of the new entity and Medicaid execution of the novation agreement, a valid contract shall continue to exist between Medicaid and the original Contractor. When, to Medicaid's satisfaction, sufficient evidence has been presented of the new owner's ability to perform under the terms of the contract, Medicaid may approve the new owner and a novation agreement shall be executed.

X. Employment Basis

It is expressly understood and agreed that Medicaid enters into this agreement with Contractor and any subcontractor as authorized under the provisions of this contract as an independent Contractor on a purchase of service basis and not on an employer-employee basis and not subject to State Merit System law.

Y. Disputes and Litigation

Except in those cases where the proposal response exceeds the requirements of the RFP, any conflict between the response of Contractor and the RFP shall be controlled by the provisions of the RFP. Any dispute concerning a question of fact arising under the contract which is not disposed of by agreement shall be decided by the Commissioner of Medicaid.

The Contractor's sole remedy for the settlement of any and all disputes arising under the terms of this contract shall be limited to the filing of a claim with the board of Adjustment for the State of Alabama. Pending a final decision of a dispute hereunder, the Contractor must proceed diligently with the performance of the contract in accordance with the disputed decision.

For any and all disputes arising under the terms of this contract, the parties hereto agree, in compliance with the recommendations of the Governor and Attorney General, when considering settlement of such disputes, to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation by and through private mediators.

Any litigation brought by Medicaid or Contractor regarding any provision of the contract shall be brought in either the Circuit Court of Montgomery County, Alabama, or the United States District Court for the Middle District of Alabama, Northern Division, according to the jurisdictions of these courts. This provision shall not be deemed an attempt to confer any jurisdiction on these courts which they do not by law have, but is a stipulation and agreement as to forum and venue only.

Z. Records Retention and Storage

Contractor shall maintain financial records, supporting documents, statistical records, and all other records pertinent to the Alabama Medicaid Program for a period of three years from the date of the final payment made by Medicaid to Contractor under the contract. However, if audit, litigation, or other legal action by or on behalf of the State or Federal Government has begun but is not completed at the end of the three- year period, or if audit findings, litigation, or other legal action have not been resolved at the end of the three year period, the records shall be retained until resolution.

AA. Inspection of Records

Contractor agrees that representatives of the Comptroller General, HHS, the General Accounting Office, the Alabama Department of Examiners of Public Accounts, and Medicaid and their authorized representatives shall have the right during business hours to inspect and copy Contractor's books and records pertaining to contract performance and costs thereof. Contractor shall cooperate fully with requests from any of the agencies listed above and shall furnish free of charge copies of all requested records. Contractor may require that a receipt be given for any original record removed from Contractor's premises.

BB. Use of Federal Cost Principles

For any terms of the contract which allow reimbursement for the cost of procuring goods, materials, supplies, equipment, or services, such procurement shall be made on a competitive basis (including the use of competitive bidding procedures) where practicable, and reimbursement for such cost under the contract shall be in accordance with 48 CFR, Chapter 1, Part 31. Further, if such reimbursement is to be made with funds derived wholly or partially from federal sources, such reimbursement shall be subject to Contractor's compliance with applicable federal procurement requirements, and the determination of costs shall be governed by federal cost principles.

CC. Payment

Contractor shall submit to Medicaid a detailed quarterly invoice (quarterly annual fixed fee cost) for compensation for the deliverable and/or work performed. Invoices should be submitted to the Project Director. Payments are dependent upon successful completion and acceptance of described work and delivery of required documentation.

DD. Notice to Parties

Any notice to Medicaid under the contract shall be sufficient when mailed to the Project Director. Any notice to Contractor shall be sufficient when mailed to Contractor at the address given on the return receipt from this RFP or on the contract after signing. Notice shall be given by certified mail, return receipt requested.

EE. Disclosure Statement

The successful Vendor shall be required to complete a financial disclosure statement with the executed contract.

FF. Debarment

Contractor hereby certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any Federal department or agency.

GG. Not to Constitute a Debt of the State

Under no circumstances shall any commitments by Medicaid constitute a debt of the State of Alabama as prohibited by Article XI, Section 213, Constitution of Alabama of 1901, as amended by Amendment 26. It is further agreed that if any provision of this contract shall contravene any statute or Constitutional provision or amendment, whether now in effect or which may, during the course of this Contract, be enacted, then that conflicting provision in the contract shall be deemed null and void. The Contractor's sole remedy for the settlement of any and all disputes arising under the terms of this agreement shall be limited to the filing of a claim against Medicaid with the Board of Adjustment for the State of Alabama.

HH. Qualification to do Business in Alabama

Should a foreign corporation (a business corporation incorporated under a law other than the law of this state) be selected to provide professional services in accordance with this RFP, it must be qualified to transact business in the State of Alabama in accordance with Section 10-2B-15.01, et seq., Code of Alabama (1975), and possess a Certificate of Authority issued by the Secretary of State at the time a professional services contract is executed. To obtain forms for a Certificate of Authority, contact the Secretary of State, Corporations Division, (334) 242-5324, www.sos.state.al.us. The Certificate of Authority or a letter/form showing application has been made for a Certificate of Authority must be submitted with the proposal.

II. Choice of Law

The construction, interpretation, and enforcement of this contract shall be governed by the substantive contract law of the State of Alabama without regard to its conflict of laws provisions. In the event any provision of this contract is unenforceable as a matter of law, the remaining provisions will remain in full force and effect.

JJ. Alabama interChange Interface Standards

Contractor hereby certifies that any exchange of MMIS data with the Agency's fiscal agent will be accomplished by following the Alabama interChange Interface Standards Document, which is contained on Medicaid's website.

Appendix A: Proposal Documents

The following are the documents supporting the development of the Vendor's proposal.

Attachment A: Proposal Compliance Checklist

Attachment B: Pricing Form

Proposal Compliance Checklist

NOTICE TO VENDOR:

It is highly encouraged that the following checklist be used to verify completeness of Proposal content. It is not required to submit this checklist with your proposal.

Vendor Name

Project Director

Review Date

Proposals for which ALL applicable items are marked by the Project Director are determined to be compliant for responsive proposals.

<input checked="" type="checkbox"/> IF CORRECT	BASIC PROPOSAL REQUIREMENTS
<input type="checkbox"/>	1. Vendor's original proposal received on time at correct location.
<input type="checkbox"/>	2. Vendor submitted the specified copies of proposal and in electronic format.
<input type="checkbox"/>	3. The Proposal includes a completed and signed RFP Cover Sheet.
<input type="checkbox"/>	4. The Proposal is a complete and independent document, with no references to external documents or resources.
<input type="checkbox"/>	5. Vendor submitted signed acknowledgement of any and all addenda to RFP.
<input type="checkbox"/>	6. The Proposal includes written confirmation that the Vendor understands and shall comply with all of the provisions of the RFP.
<input type="checkbox"/>	7. The Proposal includes required client references (with all identifying information in specified format and order).
<input type="checkbox"/>	8. The Proposal includes a corporate background.
<input type="checkbox"/>	9. The Proposal includes a detailed description of the plan to design, implement, monitor, and address special situations related to a new 2015 CAHPS Survey program as outlined in the request for proposal regarding each element listed in the scope of work.
<input type="checkbox"/>	10. The response includes (if applicable) a Certificate of Authority or letter/form showing application has been made with the Secretary of State for a Certificate of Authority.

Pricing Form

The Vendor must obtain a valid response rate (minimum of 300 responses) per identified population group using the available resources. Medicaid will pay for the baseline survey and annual surveys. A successful individual survey response is defined as 80% of the questions have been answered.

The Vendor must utilize this Pricing form to provide their survey response pricing by year.

Survey Response Pricing						
	Baseline	Year 1 (Qtr. 2-4)*	Year 2	Year 3	Year 4	Year 5
Child Survey						
Adult Survey						

* The baseline survey will be completed in the first quarter of Year 1 of the contract.

TOTAL 5-year Fixed Fee Cost	
--	--

Authorized Vendor Signature

Date

Appendix B: Contract and Attachments

The following are the documents that must be signed **AFTER** contract award and prior to the meeting of the Legislative Oversight Committee Contract Review Meeting.

Sample Contract

Attachment A: Business Associate Addendum

Attachment B: Contract Review Report for Submission to Oversight Committee

Attachment C: Immigration Status

Attachment D: Disclosure Statement

Attachment E: Letter Regarding Reporting to Ethics Commission

Attachment F: Instructions for Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

Attachment G: Beason-Hammon Certificate of Compliance

CONTRACT
BETWEEN
THE ALABAMA MEDICAID AGENCY
AND

KNOW ALL MEN BY THESE PRESENTS, that the Alabama Medicaid Agency, an Agency of the State of Alabama, and _____, Contractor, agree as follows:

Contractor shall furnish all labor, equipment, and materials and perform all of the work required under the Request for Proposal (RFP Number _____, dated _____, strictly in accordance with the requirements thereof and Contractor's response thereto.

Contractor shall be compensated for performance under this contract in accordance with the provisions of the RFP and the price provided on the RFP Cover Sheet response, in an amount not to exceed _____.

Contractor and the Alabama Medicaid Agency agree that the initial term of the contract is _____ to _____.

This contract specifically incorporates by reference the RFP, any attachments and amendments thereto, and Contractor's response.

CONTRACTOR

ALABAMA MEDICAID AGENCY
This contract has been reviewed for and is approved as to content.

Contractor's name here

Stephanie McGee Azar
Acting Commissioner

Date signed

Date signed

Printed Name

This contract has been reviewed for legal form and complies with all applicable laws, rules, and regulations of the State of Alabama governing these matters.

Tax ID: _____

APPROVED:

General Counsel

Governor, State of Alabama

ALABAMA MEDICAID AGENCY
BUSINESS ASSOCIATE ADDENDUM

This Business Associate Addendum (this "Agreement") is made effective the _____ day of _____, 20____, by and between the Alabama Medicaid Agency ("Covered Entity"), an agency of the State of Alabama, and _____ ("Business Associate") (collectively the "Parties").

1. BACKGROUND

- a. Covered Entity and Business Associate are parties to a contract entitled _____ (the "Contract"), whereby Business Associate agrees to perform certain services for or on behalf of Covered Entity.
- b. The relationship between Covered Entity and Business Associate is such that the Parties believe Business Associate is or may be a "business associate" within the meaning of the HIPAA Privacy Rule (as defined below).
- c. The Parties enter into this Business Associate Addendum to the Contract with the intention of complying with the HIPAA Privacy Rule provision that a covered entity may disclose protected health information to a business associate, and may allow a business associate to create or receive protected health information on its behalf, if the covered entity obtains satisfactory assurances that the business associate will appropriately safeguard the information.

2. DEFINITIONS

Unless otherwise clearly indicated by the context, the following terms shall have the following meaning in this Agreement:

- a. "Breach" shall have the meaning set forth in 45 C.F.R. § 164.402.
- b. "Electronic Health Record" shall mean an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff.
- c. "Electronic Protected Health Information" means Protected Health Information that is transmitted by Electronic Media (as defined in the Security and Privacy Rule) or maintained in Electronic Media.
- d. "HIPAA" means the Administrative Simplification Provisions, Sections 261 through 264, of the federal Health Insurance Portability and Accountability Act of 1996, Public Law 104-191.
- e. "Individual" shall have the same meaning as the term "individual" in 45 CFR 160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR 164.502(g).

- f. “Personal Health Record” shall mean an electronic record of identifiable health information on an individual that can be drawn from multiple sources and that is managed, shared and controlled by or primarily for the individual.
- g. “Privacy Rule” shall mean the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E.
- h. “Protected Health Information” (PHI) shall have the same meaning as the term “protected health information” in 45 CFR 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity.
- i. “Required By Law” shall have the same meaning as the term “required by law” in 45 CFR 164.103.
- j. “Secretary” shall mean the Secretary of the United States Department of Health and Human Services or his designee.
- k. “Security Incident” shall mean the attempted or successful unauthorized access, use, disclosure, modification, or destruction of information or interference with system operations in an information system.
- l. “Security Rule” shall mean the Security Standards for the Protection of Electronic Protected Health Information at 45 CFR Parts 160 and 162, and Parts 164, Subparts A and C. The application of Security provisions Sections 164.308; 164.310, 164.312, and 164.316 of title 45, Code of Federal Regulations shall apply to a business associate of a covered entity in the same manner that such sections apply to the covered entity.
- m. Unless otherwise defined in this Agreement, capitalized terms used herein shall have the same meaning as those terms have in the Privacy Rule.
- n. “Unsecured Protected Health Information” is protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of technology or methodology specified by the Secretary of Health and Human Services in the guidance issued under section 13402(h)(2) of Public Law 111–5 on the HHS Web site.

3. OBLIGATIONS OF BUSINESS ASSOCIATE

- a. Use and Disclosure of PHI. Business Associate agrees to not use or disclose PHI other than as permitted or required by this Agreement or as Required By Law.
- b. Appropriate Safeguards. Business Associate agrees to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI other than as provided for by this Agreement. The Business Associate agrees to take steps to safeguard, implement and maintain PHI in accordance with the HIPAA Privacy Rule.
- c. Mitigation. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of the requirements of this Agreement.
- d. Report Unauthorized Use or Disclosure. Business Associate agrees to promptly report to Covered Entity any use or disclosure of PHI not provided for by this Agreement of which it becomes aware.

- e. **Applicability to Business Associate’s Agents.** In accordance with 45CFR 164.502(e)(1)(ii) and 164.308(b)(2), Business Associate shall ensure that any subcontractors or agents that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information. The Business Associate agrees to have HIPAA-compliant Business Associate Agreements or equivalent contractual agreements with agents to whom the Business Associate discloses Covered Entity PHI.
- f. **Access.** Upon receipt of a written request from Covered Entity, Business Associate agrees to provide Covered Entity, in order to allow Covered Entity to meet its requirements under 45 CFR 164.524, access to PHI maintained by Business Associate in a Designated Record Set within thirty (30) business days.
- g. **Amendments to PHI.** Business Associate agrees to make any amendment(s) to PHI maintained by Business Associate in a Designated Record Set that Covered Entity directs or agrees to, pursuant to 45 CFR 164.526 at the request of Covered Entity, within thirty (30) calendar days after receiving a written request for amendment from Covered Entity.
- h. **Availability of Documents.** Business Associate agrees to make internal practices, books, and records, including policies and procedures and PHI, relating to the use and disclosure of PHI received from, or created or received by the Business Associate on behalf of, Covered Entity, available to Covered Entity or to the Secretary for purposes of the Secretary determining Covered Entity’s compliance with the Privacy and Security Rules, within five business days after receipt of written notice.
- i. **Documentation of PHI Disclosures.** Business Associate agrees to keep records of disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR 164.528.
- j. **Accounting of Disclosures.** The Business Associate agrees to provide to Covered Entity, within 30 days of receipt of a written request from Covered Entity, information collected in accordance with the documentation of PHI disclosure of this Agreement, to permit Covered Entity to respond to a request by an Individual or an authorized representative for an accounting of disclosures of PHI in accordance with 45 CFR 164.528.
- k. **The Business Associate shall maintain a comprehensive security program appropriate to the size and complexity of the Business Associate’s operations and the nature and scope of its activities as defined in the Security Rule.**
- l. **The Business Associate shall notify the Covered Entity within 5 business days following the discovery of a breach of Protected Health Information (PHI).**
- m. **The Business Associate shall provide the Covered Entity the following information when a breach of unsecured protected health information is discovered:**
 - 1. **The number of recipient records involved in the breach.**
 - 2. **A description of what happened, including the date of the breach and the date of the discovery of the breach if known.**

3. A description of the types of unsecure protected health information that were involved in the breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other type information were involved).
 4. Any steps the individuals should take to protect themselves from potential harm resulting from the breach.
 5. A description of what the Business Associate is doing to investigate the breach, to mitigate harm to individuals and to protect against any further breaches.
 6. Contact procedures for individuals to ask questions or learn additional information, which shall include the Business Associate's toll-free number, email address, Web site, or postal address.
 7. A proposed media release developed by the Business Associate.
- n. The Business Associate shall obtain Covered Entity approval prior to reporting any breach required by 45 CFR Part 164, Subpart D.
 - o. The Business Associate shall, after receiving Covered Entity approval, provide the necessary notices to the recipient, prominent media outlet, or the Secretary of Health and Human Services (HHS) to report Business Associate breaches as required by 45 CFR Part 164, Subpart D.
 - p. Covered Entity will coordinate with the Business Associate in the determination of additional specific actions that will be required of the Business Associate for mitigation of the breach.
 - q. If the Business Associate is a vendor of personal health records, notification of the breach will need to be made with the Federal Trade Commission.
 - r. The Business Associate shall be responsible for any and all costs associated with the notification and mitigation of a breach that has occurred because of the negligence of the Business Associate.
 - s. The Business Associate shall pay all fines or penalties imposed by HHS under 45 CFR Part 160 HIPAA Administrative Simplification: Enforcement rule for breaches made by any employee, officer, or agent of the Business Associate.
 - t. The Business Associate shall be subject to prosecution by the Department of Justice for criminal violations of HIPAA if the Business Associate obtains, accesses or discloses individually identifiable health information without authorization, and shall be responsible for any and all costs associated with prosecution.

4. PERMITTED USES AND DISCLOSURES

- a. Except as otherwise limited in this Agreement, if the Contract permits, Business Associate may use or disclose PHI to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in the Contract, provided that such use or disclosure would not violate the Subpart E of 45 CFR Part 164 if done by Covered Entity;
- b. Except as otherwise limited in this Agreement, if the Contract permits, Business Associate may use PHI for the proper management and administration of the Business Associate or to carry out the legal responsibilities of the Business Associate.
- c. Except as otherwise limited in this Agreement, if the Contract permits, Business Associate may disclose PHI for the proper management and administration of the Business Associate, provided that:
 1. disclosures are Required By Law; or
 2. Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will remain confidential and used or further disclosed only as Required By Law or for the purpose for which it was disclosed to the person, and the person notifies the Business Associate of any instances of which it is aware in which the confidentiality of the information has been breached.
- d. Except as otherwise limited in this Agreement, if the Contract permits, Business Associate may use PHI to provide data aggregation services to Covered Entity as permitted by 42 CFR 164.504(e)(2)(i)(B).
- e. Business Associate may not use or disclose PHI if the use or disclosure would violate any term of the Contract.

5. REPORTING IMPROPER USE OR DISCLOSURE

- a. The Business Associate shall report to the Covered Entity any use or disclosure of PHI not provided for by this agreement immediately from the time the Business Associate becomes aware of the use or disclosure.
- b. The Business Associate shall report to the Covered Entity any Security Incident and/or breach immediately from the time the Business Associate becomes aware of the use or disclosure.

6. OBLIGATIONS OF COVERED ENTITY

- a. Covered Entity shall notify the Business Associate of any limitation(s) in its notice of privacy practices in accordance with 45 CFR 164.520, to the extent that such limitation may affect Alabama Medicaid's use or disclosure of PHI.
- b. Covered Entity shall notify the Business Associate of any changes in, or revocation of, permission by an Individual to use or disclose PHI, to the extent that such changes may affect the Business Associate's use or disclosure of PHI.
- c. Covered Entity shall notify the Business Associate of any restriction to the use or disclosure of PHI that Covered Entity has agreed to in accordance with 45 CFR 164.522, to the extent that such restriction may affect the Business Associate's use or disclosure of PHI.

- d. Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by Covered Entity.
- e. Covered Entity shall provide Business Associate with only that PHI which is minimally necessary for Business Associate to provide the services.

7. TERM AND TERMINATION

- a. **Term.** The Term of this Agreement shall be effective as of the effective date stated above and shall terminate when the Contract terminates.
- b. **Termination for Cause.** Upon Covered Entity's knowledge of a material breach by Business Associate, Covered Entity may, at its option:
 - 1. Provide an opportunity for Business Associate to cure the breach or end the violation, and terminate this Agreement if Business Associate does not cure the breach or end the violation within the time specified by Covered Entity;
 - 2. Immediately terminate this Agreement; or
 - 3. If neither termination nor cure is feasible, report the violation to the Secretary as provided in the Privacy Rule.
- c. **Effect of Termination.**
 - 1. Except as provided in paragraph (2) of this section or in the Contract, upon termination of this Agreement, for any reason, Business Associate shall return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the PHI.
 - 2. In the event that Business Associate determines that the PHI is needed for its own management and administration or to carry out legal responsibilities and returning or destroying the PHI is not feasible, Business Associate shall provide to Covered Entity notification of the conditions that make return or destruction not feasible. Business Associate shall:
 - a. Retain only that protected health information which is necessary for business associate to continue its proper management and administration or to carry out its legal responsibilities;
 - b. Return to covered entity or, if agreed to by covered entity, destroy the remaining protected health information that the business associate still maintains in any form;
 - c. Continue to use appropriate safeguards and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information to prevent use or disclosure of the protected health information, other than as provided for in this Section, for as long as business associate retains the protected health information;
 - d. Not use or disclose the protected health information retained by business associate other than for the purposes for which such protected health information was retained and subject to the same conditions set out at

Section 4, "Permitted Uses and Disclosures" which applied prior to termination; and

- e. Return to covered entity or, if agreed to by covered entity, destroy the protected health information retained by business associate when it is no longer needed by business associate for its proper management and administration or to carry out its legal responsibilities.

d. Survival

The obligations of business associate under this Section shall survive the termination of this Agreement.

8. GENERAL TERMS AND CONDITIONS

- a. This Agreement amends and is part of the Contract.
- b. Except as provided in this Agreement, all terms and conditions of the Contract shall remain in force and shall apply to this Agreement as if set forth fully herein.
- c. In the event of a conflict in terms between this Agreement and the Contract, the interpretation that is in accordance with the Privacy Rule shall prevail. Any ambiguity in this Agreement shall be resolved to permit Covered Entity to comply with the Privacy Rule.
- d. A breach of this Agreement by Business Associate shall be considered sufficient basis for Covered Entity to terminate the Contract for cause.
- e. The Parties agree to take such action as is necessary to amend this Agreement from time to time for Covered Entity to comply with the requirements of the Privacy Rule and HIPAA.

IN WITNESS WHEREOF, Covered Entity and Business Associate have executed this Agreement effective on the date as stated above.

ALABAMA MEDICAID AGENCY

Signature: _____

Printed Name: Clay Gaddis

Title: Privacy Officer

Date: _____

BUSINESS ASSOCIATE

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Contract Review Permanent Legislative Oversight Committee
Alabama State House
Montgomery, Alabama 36130

CONTRACT REVIEW REPORT

(Separate review report required for each contract)

Name of State Agency: Alabama Medicaid Agency

Name of Contractor:

Contractor's Physical Street Address (No. P.O. Box) City State

* Is Contractor organized as an Alabama Entity in Alabama? YES NO

* If not, has it qualified with the Alabama Secretary of State to do business in Alabama? YES NO

Is Act 2001-955 Disclosure Form Included with this Contract? YES X NO

Does Contractor have current member of Legislature or family member of Legislator employed? YES NO

Was a lobbyist/consultant used to secure this contract OR affiliated with this contractor? YES NO

If Yes, Give Name:

Contract Number:

Contract/Amendment Total: \$ (estimate if necessary)

% of State Funds: % of Federal Funds: % Other Funds:

**Please Specify source of Other Funds (Fees, Grants, etc.)

Date Contract Effective: Date Contract Ends:

Type of Contract: NEW: RENEWAL: AMENDMENT:

If renewal, was it originally Bid? Yes No

If AMENDMENT, Complete A through C:

(A) Original contract total \$

(B) Amended total prior to this amendment \$

(C) Amended total after this amendment \$

Was Contract secured through Bid Process? Yes No Was lowest Bid accepted? Yes No

Was Contract secured through RFP Process? Yes No Date RFP was awarded

Posted to Statewide RFP Database at http://rfp.alabama.gov/Login.aspx YES NO

If no, please give a brief explanation:

Summary of Contract Services to be Provided:

Why Contract Necessary AND why this service cannot be performed by merit employee:

I certify that the above information is correct.

Signature of Agency Head

Signature of Contractor

Printed Name

Printed Name

Agency Contact: Stephanie Lindsay Phone: (334) 242-5833

Revised: 2/20/2013

IMMIGRATION STATUS

I hereby attest that all workers on this project are either citizens of the United States or are in a proper and legal immigration status that authorizes them to be employed for pay within the United States.

Signature of Contractor

Witness



State of Alabama Disclosure Statement

(Required by Act 2001-955)

ENTITY COMPLETING FORM

ADDRESS

CITY, STATE, ZIP NUMBER TELEPHONE NUMBER

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Alabama Medicaid Agency
ADDRESS
501 Dexter Avenue, Post Office Box 5624
CITY, STATE, ZIP TELEPHONE NUMBER
Montgomery, Alabama 36103-5624 (334) 242-5833

This form is provided with:
 Contract Proposal Request for Proposal Invitation to Bid Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

Yes No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT RECEIVED	TYPE OF GOODS/SERVICES	AMOUNT

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

Yes No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE DEPARTMENT/AGENCY	ADDRESS	STATE

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.

Signature _____ Date _____

Notary's Signature _____ Date _____ Date Notary Expires _____
 Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.



ROBERT BENTLEY
Governor

Alabama Medicaid Agency
501 Dexter Avenue
P.O. Box 5624
Montgomery, Alabama 36103-5624
www.medicaid.alabama.gov
e-mail: almedicaid@medicaid.alabama.gov

Telecommunication for the Deaf: 1-800-253-0799
334-242-5000 1-800-362-1504



STEPHANIE MCGEE AZAR
Acting Commissioner

MEMORANDUM

SUBJECT: Reporting to Ethics Commission by Persons Related to Agency Employees

Section 36-25-16(b) Code of Alabama (1975) provides that anyone who enters into a contract with a state agency for the sale of goods or services exceeding \$7500 shall report to the State Ethics Commission the names of any adult child, parent, spouse, brother or sister employed by the agency.

Please review your situation for applicability of this statute. The address of the Alabama Ethics Commission is:

100 North Union Street
RSA Union Bldg.
Montgomery, Alabama 36104

A copy of the statute is reproduced below for your information. If you have any questions, please feel free to contact the Agency Office of General Counsel, at 242-5741.

Section 36-25-16. Reports by persons who are related to public officials or public employees and who represent persons before regulatory body or contract with state.

- (a) When any citizen of the state or business with which he or she is associated represents for a fee any person before a regulatory body of the executive branch, he or she shall report to the commission the name of any adult child, parent, spouse, brother, or sister who is a public official or a public employee of that regulatory body of the executive branch.
- (b) When any citizen of the State or business with which the person is associated enters into a contract for the sale of goods or services to the State of Alabama or any of its agencies or any county or municipality and any of their respective agencies in amounts exceeding seven thousand five hundred dollars (\$7500) he or she shall report to the commission the names of any adult child, parent, spouse, brother, or sister who is a public official or public employee of the agency or department with whom the contract is made.
- (c) This section shall not apply to any contract for the sale of goods or services awarded through a process of public notice and competitive bidding.
- (d) Each regulatory body of the executive branch, or any agency of the State of Alabama shall be responsible for notifying citizens affected by this chapter of the requirements of this section. (Acts 1973, No. 1056, p. 1699, §15; Acts 1975, No. 130, §1; Acts 1995, No. 95-194, p. 269, §1.)

**Instructions for Certification Regarding Debarment, Suspension,
Ineligibility and Voluntary Exclusion**

(Derived from Appendix B to 45 CFR Part 76--Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transactions)

1. By signing and submitting this contract, the prospective lower tier participant is providing the certification set out therein.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Alabama Medicaid Agency (the Agency) may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the Agency if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, and voluntarily excluded, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this contract is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this contract that, should the contract be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this contract that it will include this certification clause without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the Agency may pursue available remedies, including suspension and/or debarment.

State of _____)

County of _____)

CERTIFICATE OF COMPLIANCE WITH THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535, as amended by Act 2012-491)

DATE: _____

RE Contract/Grant/Incentive (describe by number or subject): _____ **by and between**
_____ **(Contractor/Grantee) and Alabama Medicaid Agency (State Agency or Department or other Public Entity)**

The undersigned hereby certifies to the State of Alabama as follows:

1. The undersigned holds the position of _____ with the Contractor/Grantee named above, and is authorized to provide representations set out in this Certificate as the official and binding act of that entity, and has knowledge of the provisions of THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535 of the Alabama Legislature, as amended by Act 2012-491) which is described herein as "the Act".

2. Using the following definitions from Section 3 of the Act, select and initial either (a) or (b), below, to describe the Contractor/Grantee's business structure.
BUSINESS ENTITY. Any person or group of persons employing one or more persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood, whether for profit or not for profit. "Business entity" shall include, but not be limited to the following:
a. Self-employed individuals, business entities filing articles of incorporation, partnerships, limited partnerships, limited liability companies, foreign corporations, foreign limited partnerships, foreign limited liability companies authorized to transact business in this state, business trusts, and any business entity that registers with the Secretary of State.
b. Any business entity that possesses a business license, permit, certificate, approval, registration, charter, or similar form of authorization issued by the state, any business entity that is exempt by law from obtaining such a business license, and any business entity that is operating unlawfully without a business license.

EMPLOYER. Any person, firm, corporation, partnership, joint stock association, agent, manager, representative, foreman, or other person having control or custody of any employment, place of employment, or of any employee, including any person or entity employing any person for hire within the State of Alabama, including a public employer. This term shall not include the occupant of a household contracting with another person to perform casual domestic labor within the household.

_____(a)The Contractor/Grantee is a business entity or employer as those terms are defined in Section 3 of the Act.

_____(b)The Contractor/Grantee is not a business entity or employer as those terms are defined in Section 3 of the Act.

3. As of the date of this Certificate, Contractor/Grantee does not knowingly employ an unauthorized alien within the State of Alabama and hereafter it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama;

4. Contractor/Grantee is enrolled in E-Verify unless it is not eligible to enroll because of the rules of that program or other factors beyond its control.

Certified this _____ day of _____ 20_____.

Name of Contractor/Grantee/Recipient

By: _____

Its _____

The above Certification was signed in my presence by the person whose name appears above, on this _____ day of _____ 20_____.

WITNESS: _____

Print Name of Witness

Amendment I to RFP 2015-CAHPS-01

06/08/2015

NOTE THE FOLLOWING AND ATTACHED ADDITIONS, DELETIONS AND/OR CHANGES TO THE REQUIREMENTS FOR THE REQUEST FOR PROPOSAL NUMBER: 2015-CAHPS-01. THIS AMENDMENT MUST BE INCLUDED IN THE VENDOR'S RESPONSE AND MEET THE REQUIREMENTS AS DEFINED IN THE RFP.

THE VENDOR MUST SIGN AND RETURN THIS AMENDMENT WITH THEIR PROPOSAL.

- I. Section II, Key Deliverables, page 12, add Section 5.3 Submission of the Report of Survey and Data Files as follows:

5.3 Submission of the Report of Survey and Data Files

The Vendor will be required to submit the Report of Survey in Adobe PDF or Microsoft Word format and the Data Files as text data files.

- II. Section IX, Submission Requirements, page 23, N. Copies Required change as follows:

N. Copies Required

Currently Reads as:

Vendors must submit one original Proposal with original signatures in ink, and six additional hard copy in binder form, plus two electronic (Word format) copies of the Proposal on CD or jumpdrive clearly labeled with the Vendor name. One electronic copy MUST be a complete Microsoft Word version of the Vendor's response and the second electronic copy MUST have any information asserted as confidential or proprietary removed. Vender must identify the original hard copy clearly on the outside of the proposal.

Revised as:

Vendors must submit one original Proposal with original signatures in ink, and one additional hard copy in binder form, plus two electronic (Word format) copies of the Proposal on CD or jumpdrive clearly labeled with the Vendor name. One electronic copy MUST be a complete Microsoft Word version of the Vendor's response and the second electronic copy MUST have any information asserted as confidential or proprietary removed. Vender must identify the original hard copy clearly on the outside of the proposal.

- III. Attachment B, Pricing Form page 36, change as follows:

Currently reads as:

The Vendor must obtain a valid response rate (minimum of 300 responses) per identified population group using the available resources. Medicaid will pay for the baseline survey and annual surveys. A successful individual survey response is defined as 80% of the questions have been answered.

The Vendor must utilize this Pricing form to provide their survey response pricing by year.

Revised as:

The Vendor must obtain a valid response rate (minimum of 300 responses) per identified population group using the available resources. Medicaid will pay for the baseline survey and annual surveys. A successful individual survey response is defined as 50% of the questions have been answered.

The Vendor must utilize this Pricing form to provide their survey response pricing by year.

I hereby acknowledge the receipt of Addendum I to RFP 2015-CAHPS-01.

Authorized Vendor Signature

Date

Vendor Organization

RFP # 2015-CAHPS-01**Alabama Medicaid Consumer Assessment of Healthcare****Providers and Systems CAHPS 2015 Survey RFP****Vendor Questions and Medicaid Answers****06/08/15**

Question ID:	1
Date Question Asked:	27 May 2015
Question:	Will the Vendor be required to administer the CAHPS Health Plan Survey Medicaid version 5.0 surveys with NCQA's additional HEDIS supplemental item set (i.e., CAHPS 5.0H Medicaid Health Plan Surveys), or without the HEDIS supplemental item set (i.e., CAHPS 5.0 Medicaid Health Plan Surveys)?
Section Number:	II. Scope of Work – 2. Survey Instrument
RFP Page Number:	Page 10
Medicaid Answer:	Yes, it is expected that there will be supplemental questions to be added, but the RFP does limit the number of questions to be 50 for pricing purposes.
Question ID:	2
Date Question Asked:	27 May 2015
Question:	Will the Vendor be required to administer the CAHPS 5.0 Child Medicaid Health Plan Survey with the Children with Chronic Conditions (CCC) measurement set <i>or</i> CAHPS 5.0 Child Medicaid Health Plan Survey without the CCC measurement set to the child Medicaid population?
Section Number:	II. Scope of Work – 2. Survey Instrument
RFP Page Number:	Page 10
Medicaid Answer:	Medicaid does not currently expect to include the Children with Chronic Conditions measurement set, but if needed and part of the supplemental set requested, Medicaid does retain the ability to include it in the future.
Question ID:	3
Date Question Asked:	27 May 2015
Question:	Can Medicaid provide an estimate as to what percentage of the Regional Care Organization (RCO) and non-RCO populations are Spanish speaking?
Section Number:	II. Scope of Work – 4.5 Data Collection Protocol

RFP Page Number:	Page 11
Medicaid Answer:	Medicaid does not have information on preferred language of the beneficiaries, but anticipates the need to administer the survey in English and Spanish at a minimum.
Question ID:	4
Date Question Asked:	27 May 2015
Question:	The RFP states that, "Medicaid... anticipates the need to administer the survey in English and Spanish at a minimum." In addition to English and Spanish, in what other language(s) would Medicaid anticipate needing to administer the survey?
Section Number:	II. Scope of Work – 4.5 Data Collection Protocol
RFP Page Number:	Page 11
Medicaid Answer:	Medicaid does not anticipate any additional languages at this time, but retains the ability to add additional languages if they are identified by the Vendor as needed in future years.
Question ID:	5
Date Question Asked:	27 May 2015
Question:	At any point during the term of the Contract, does Medicaid anticipate requiring the Vendor to submit the adult and/or child Medicaid CAHPS survey data to the National Committee for Quality Assurance (NCQA)?
Section Number:	General
RFP Page Number:	General
Medicaid Answer:	Yes, Medicaid does anticipate the Vendor submit survey data to NCQA.
Question ID:	6
Date Question Asked:	27 May 2015
Question:	Will Medicaid require the Vendor to submit the Report of Survey Results and Data Files deliverables in a specific format (e.g., formal written report of survey results and text data files)? If so, please specify.
Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	7
Date Question Asked:	27 May 2015
Question:	Will Medicaid require the Report of Survey Results deliverables to include production of individual RCO and non-RCO specific reports <i>or</i> aggregate reports with statewide aggregate results and results stratified by RCO/non-RCO and sub-populations, as applicable?

Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Yes, Medicaid will require the Report of Survey Results deliverable to include both, an aggregated report to include individual RCO vs RCO, RCO vs. non-RCO, and full aggregated reports, as well as individual reports for individual RCO vs RCO. Medicaid needs the ability to compare RCO to non-RCO as well as individual RCO to individual RCO. See Table 1, page 10 of the RFP.
Question ID:	8
Date Question Asked:	27 May 2015
Question:	In the Scope of Work, Paragraph 5.1 Report of Survey Results and Data Files to Medicaid of the RFP, it states, “This deliverable includes a report on survey administration, including: response rates...and any other element that Medicaid may require.” Can Medicaid please provide additional information on “other elements” that the Vendor may be required to report on as part of this deliverable?
Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Medicaid currently does not anticipate any additional required elements but retains the ability to request additional elements if needed.
Question ID:	9
Date Question Asked:	27 May 2015
Question:	Is the data analysis protocol and reporting plan a separate deliverable (i.e., separate from the delivery of raw data files and analytic reports)?
Section Number:	II. Scope of Work – 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	No, the data analysis protocol and reporting plan is not a separate deliverable but is expected to be included as part of the Report of Survey Results deliverable.
Question ID:	10
Date Question Asked:	27 May 2015
Question:	Can Medicaid please clarify whether the “...raw data and completed analyses reports with validated response rates...” described in the Scope of Work, Paragraph 6 are deliverables separate from the Report of Survey Results and Data Files deliverables described in the Scope of Work, Paragraph 5.1 of the RFP? Alternatively, are these data and reporting requirements one in the same?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and 6 Data Analysis

	and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	The "...raw data and completed analyses reports with validated response rates..." described in the Scope of Work, Paragraph 6 are not separate deliverables from the Report of Survey Results and Data Files. The Report of Survey Results is a separate deliverable from the Data Files.
Question ID:	11
Date Question Asked:	27 May 2015
Question:	If the raw data and completed analyses reports are separate deliverables (i.e., separate from deliverables described in the Scope of Work, Paragraph 5.1), will Medicaid require the Vendor to produce individual RCO and non-RCO specific analyses reports <i>or</i> aggregate reports with statewide aggregate results and results stratified by RCO/non-RCO and sub-populations, as applicable?
Section Number:	II. Scope of Work – 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	The raw data and completed analyses reports are not separate deliverables from the Report of Survey Results and Data Files. The Report of Survey Results is a separate deliverable from the Data Files. Medicaid does require the Report of Survey Results deliverable to include both, an aggregated report to include individual RCO vs RCO, RCO vs. non-RCO, and full aggregated state-wide report, as well as individual reports for individual RCO vs RCO. Medicaid needs the ability to compare RCO to non-RCO as well as individual RCO to individual RCO. The Data Files can be combined if the data allows for the distinction between RCO vs non-RCO and to individual RCO. See Table 1, page 10 of the RFP.
Question ID:	12
Date Question Asked:	27 May 2015
Question:	Will Medicaid require printed hard copies of any of the reporting deliverables (i.e., printed hard copies of the report of survey results and/or analyses reports)? If so, how many hard copies of each deliverable would be required?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	13
Date Question Asked:	27 May 2015

Question:	In the Scope of Work, Paragraph 5.1 of the RFP, it states, "Completed surveys are defined as any survey in which at least half of the key items are completed by the respondent." However, in Attachment B, Pricing Form, it states, "A successful individual survey response is defined as 80% of the questions have been answered." For purposes of pricing, can Medicaid please clarify what it defines as a completed survey/individual survey response?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and Attachment B, Pricing Form
RFP Page Number:	Page 12 and Page 36
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	14
Date Question Asked:	27 May 2015
Question:	Please confirm that the Pricing Form (Attachment B) is to be submitted as part of the Technical Response and not as a separate, sealed document.
Section Number:	Attachment B, Pricing Form
RFP Page Number:	Page 36
Medicaid Answer:	The Pricing Form must be submitted as part of the Pricing Section. The Pricing Section shall be submitted as a separately bound document as part of the overall Proposal package described in Section IX.M.