



KAY IVEY
Governor

Alabama Medicaid Agency

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STEPHANIE MCGEE AZAR
Commissioner

February 8, 2023

Dear Potential Vendor:

The Alabama Medicaid Agency (“Medicaid”) is seeking proposals to provide dental consulting services. Proposals will be accepted until **Thursday, March 2, 2023, at 5:00 PM CT.**

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected Vendor must not begin performing work under this contract until notified to do so by the departmental contracting agent.

When submitting a proposal, please read the entire Competitive Sealed Proposal (CSP) document and return your proposal in the requested format. All proposals should be submitted typed and contain an original signature. Submissions should be delivered to the CSP Project Director:

*Bakeba C. Raines, Director
Health Systems Department
Alabama Medicaid Agency
PO Box 5624
501 Dexter Avenue, Suite 7000
Montgomery, Alabama 36103*

Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial Delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are not accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed through the State mail facility before it is forwarded to the appropriate State agency. This may result in a delay of arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore, being determined to be untimely. Postmarks of the date mailed are insufficient; the proposal must actually be received at the above listed office by the date/time specified.

Please direct all questions to dentalrfp@medicaid.alabama.gov .

Sincerely,

Bakeba C. Raines, Director
Health Systems

Enclosures: 3 [CSP – Request for Proposal, CSP Proposal Response, and Sample Contract]

Competitive Sealed Proposal (CSP) Number 2023-Dental-01
Dental Consulting Services

Organization: Alabama Medicaid Agency (Medicaid)

CSP Closing Date: **March 2, 2023 at 5:00 PM CT**
The CSP must be received at the below physical address by the listed date and time. Emailed or faxed responses are non-acceptable.

CSP Project Director: Bakeba C. Raines, Director
Health Systems Department
Alabama Medicaid Agency
PO Box 5624
501 Dexter Avenue, Suite 7000
Montgomery, Alabama 36103-5624
Email: dentalrfp@medicaid.alabama.gov

CSP Questions: Vendors with questions requiring clarification of any section within this CSP must submit questions to dentalrfp@medicaid.alabama.gov. Questions and answers will be posted on the website. **February 15, 2023 is the deadline to submit a CSP question.**

CSP Mailing Reminder: Proposals may be sent via Regular US Postal Service (USPS) Mail, Express/Overnight USPS Mail, commercial Delivery service such as FedEx or UPS, or hand delivered by the closing date and time. Emailed or faxed responses are not accepted. Also, please note: All US Postal mail, including express/overnight mail that is dispatched to any State agency is processed through the State mail facility before it is forwarded to the appropriate State agency. This may result in a delay of arrival to the department. By using the USPS, you assume the risk of delay that may result in your proposal being received late and therefore being determined to be untimely. Postmarks of the date mailed are insufficient; the proposal must actually be received at the above listed office by the date/time specified.

Purpose/Background for CSP:

Medicaid is seeking a currently Alabama licensed dentist with five plus years of experience as a practicing dentist to provide consulting services as a contractor. The contractor must serve Medicaid as a dental consultant carrying out the duties outlined within this CSP.

Currently, there are 2,562 active licensed dentists within the State of Alabama and approximately 851 Medicaid enrolled dentists with a claim paid in fiscal year (FY) 2022. More dental specific information can be found on the Medicaid website www.medicaid.alabama.gov.

All information contained in this CSP and any amendments reflect the best and most accurate information available to Medicaid at the time of 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.

Additional information:

- In order to do business in the State of Alabama, all businesses domestic¹ or foreign² must be registered with the Alabama Secretary of State Office
- All Vendors must provide a w-9.
- Before a contract is signed, the Contractor awarded the contract must submit the following completed forms:
 - ✓ Certificate of compliance with the Beason-Hammon Alabama Taxpayer and Citizen Protection Act (Ala. Code § 31-13-1 et seq.)
 - ✓ Contract Review Report
 - ✓ Alabama Medicaid Business Associate Addendum
 - ✓ Immigration Status Form
 - ✓ State of Alabama Disclosure Statement
- A *sample* contract is attached

Contract position is currently available at the following location (s):

- Alabama Medicaid Agency Central Office, Montgomery, Alabama

Required qualifications for individual Vendor:

- Be a graduate with a Doctor of Dental Surgery (D.D.S) or Doctor of Dental Medicine (D.M.D) from an accredited school of dentistry
- Possess a current Alabama dental license and in good standing with State Board of Dental Examiners
- Not a current active enrolled Alabama Medicaid Provider
- Five plus years of experience as a practicing dentist
- Available to be on-site in Montgomery, Alabama as needed or requested by Program staff

Scope of Work for individual Vendor:

The Vendor must describe their ability to provide the consulting services below:

- Provide clinical interpretation and apply the policies and standards in accordance with Alabama Medicaid policy.
- Review and process prior authorization (PA) requests for certain oral health services. Vendor must approve or deny the requests in accordance with approved Medicaid criteria. Vendor will ensure that Medicaid criteria are applied in a uniform manner to all requests. (See Chapter 13 of the Alabama Medicaid Provider Manual for current Medicaid PA criteria).
- Review current Medicaid PA criteria and make recommendations for change based upon clinical review of current medical literature, other states' Medicaid program criteria, and Medicare or other organizations' criteria (See Chapter 13 of the Medicaid Provider Billing Manual for current Medicaid dental policies).

¹ Domestic means within the State of Alabama

² Foreign means outside the State of Alabama

- Discuss and answer clinical questions regarding dental policies with providers or provider staff. The communication for the clinical questions may include electronic format, via telephone/conference calls, hard copy (memos, letters, etc.), or face-to-face meetings. In addition, the contractor will meet with the State Dental Association groups to solicit comments regarding current and future Medicaid dental policies.
- Participate as a member of the Dental Task Force
- Evaluate comprehensive dental cases, hospital cases, and make clinical recommendations to Medicaid regarding dental services.
- Provide consultation and professional assistance to Medicaid in review of policy questions and issues.
- Review current Medicaid Dental policies and make recommendations for change based upon clinical review of current medical literature, other states' Medicaid program criteria, and Medicare or other organizations' criteria (See Chapter 13 of the Medicaid Provider Billing Manual for current Medicaid dental policies).
- Recommend and develop edits and audits to prevent inappropriate billing or payment for non-covered or unauthorized services.
- Produce utilization reports from the Medicaid billing system in order to gather information, conduct utilization reviews, investigate billing patterns, and recommend appropriate actions as necessary.
- Perform on-site dental provider visits and on-site records reviews to assess compliance with Medicaid policies.
- Participate in any administrative actions, such as fair hearings, pre-hearing conferences, and court actions, when circumstances warrant participation.
- Review medical/dental records in order to identify overpayments and potential errors in provider billing.
- Provide detailed written reports summarizing medical record review findings to include recoupment, professional board and Medicaid Fraud Control Unit (MFCU) referral recommendations when needed.
- Recommend, assist, and coordinate provider reviews with the Program Integrity Department and the Alabama Attorney General's Office.
- Respond to Medicaid requests in a timely manner. It is expected that all telephone calls, emails and faxes from Medicaid should be responded to within 24 hours.
- Notify applicable Medicaid staff, in advance, that the Consultant will be unavailable or out of the office.

Competitive Sealed Proposal (CSP) Number 2023-Dental-01
Dental Consulting Services
CSP Proposal Response

The instructions below must be followed or responses will not be accepted.

Respondents are encouraged to respond fully to each inquiry, but to be as concise as possible. 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 CSP. Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award, but proposals may be accepted without such discussions.

Each proposal must contain specific responses to each of the following requests:

- Submit a one page cover letter summarizing your proposal, including your agreement to the pricing terms below.
- Enclose individual contact information to include:
 - Legal name
 - Valid address
 - Telephone number
- Body of the proposal must include:
 - Description of Vendor's previous experience and background to show Vendor's ability to provide the scope of work for this CSP, including number of years as a dental provider
 - Three (3) work references
 - A statement acknowledging the understanding and compliance with the CSP, including the required qualifications and Vendor duties described herein
- Include a listing of current employers, volunteer services and teaching duties, including the number of years as a dental provider
- Clearly mark the outside of the envelope "CSP for Dental Consulting Services"
- Vendors must submit one original Proposal with original signatures in ink, five (5) additional hard copies in binder form, plus two electronic (Word format) copies of the Proposal on jump drive clearly labeled with the Vendor name and the procurement number **(2023-Dental-01)**

The entire proposal must be received at the following address no later than **5:00 PM CT on Thursday, March 2, 2023**. Please review the above labeled CSP Mailing Reminder section. All proposals received after the deadline will not be considered. Mail to:

Bakeba C. Raines, Director
Health Systems Department
Alabama Medicaid Agency
PO Box 5624
501 Dexter Avenue, Suite 7000
Montgomery, Alabama 36103-5624

State Not Responsible for Preparation Costs:

The costs for developing and delivering responses to this CSP and any subsequent presentations of the proposal as requested by the State are entirely the responsibility of the Vendor. The State 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.

Evaluation Process:

A review committee will examine each proposal submitted. Medicaid expects a final selection on or before **Friday, March 17, 2023**.

Selection Criteria:

- All proposals will initially be classified as either "acceptable," "potentially acceptable, that is, reasonably susceptible of being made acceptable;" or "unacceptable." Proposals may be found unacceptable 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 CSP. If a proposal is found to be unacceptable, it will not be considered further and the offeror will be promptly notified.

Evaluation Criteria:

Proposals will be evaluated based on their responsiveness to the items contained in the CSP Proposal Response Section of this document. It is expected that the review committee will rate responses according to the following ways:

- Ability to perform Scope of Work – (50%)
- References – (50%)

Pricing:

Compensation for services rendered hereunder must be on the basis of time for the rate of ninety dollars (\$90.00) per hour for each hour of professional time actually expended by Vendor in performance of assigned duties. In addition, some travel for attendance at county association dental meetings and regional meetings will be required. Medicaid will approve prior to such attendance and payment will be made at the state reimbursement rate. Medicaid will also allow up to \$3,500.00 per year reimbursement for malpractice/liability coverage for functions performed as a Consultant for Medicaid. Total compensation payable for time under this contract must not exceed \$100,000.00 per year. Total compensation for travel will be dependent on duties required and is not included in the annual amount. Payment for services rendered must be made by Medicaid based on Vendor's submission of an itemized sworn invoice reflecting amount, date, place, and kind of service.

**Tentative Calendar of Events:*

Vendor Letter Issued – February 8, 2023
Deadline for questions to be submitted posted as available – February 15, 2023
Final posting for questions to website – February 21, 2023
Proposals due by 5:00 PM CT - March 2, 2023
Evaluation Period – March 3-March 10, 2023
Contract Award Notification – on or before March 17, 2023
Contract Review Committee – April 6, 2023
Official Contract Award/Begin Work – April 1, 2023

**All date are subject to change.*

SAMPLE
PROFESSIONAL EMPLOYMENT CONTRACT
BETWEEN
Enter Contractor Name
AND
THE ALABAMA MEDICAID AGENCY

THIS AGREEMENT is effective the Enter Begin Day of Contract day of Enter Contract Begin Month and Year, by and between, the Alabama Medicaid Agency (hereinafter referred to as Medicaid) and Enter Contractor Name (hereinafter referred to as Contractor), regarding brief description of why MOU is needed; and

WHEREAS, the Contractor and Medicaid, hereby agree as follows: List below the requirements for Contractor and Medicaid.

1. The parties' obligations to make payment hereunder are subject to the availability of state and federal funds. Should funds become unavailable during the term of this agreement, the agreement shall terminate immediately upon written notice by the terminating party to the other. The parties will be entitled to reimbursement for costs incurred under this Memorandum of Understanding prior to the termination date.
2. This Memorandum of Understanding shall be effective Enter Contract Effective Date, and except as otherwise provided above, shall remain in effect until terminated by agreement of both parties or upon 30 days written notice to the other party. The effective date of termination will be on the first day of the month following expiration of the 30 day notice period. This agreement may be amended as required, provided that such is in writing and signed by both parties.
3. 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.

4. In the event of any dispute between the parties, senior officials of both parties shall meet and engage in a good faith attempt to resolve the dispute. Should that effort fail, and the dispute involves the payment of money, a party's sole remedy is the filing of a claim with the Board of Adjustment of the State of Alabama.

For any and all other disputes arising under the terms of this contract which are not resolved by negotiation, the parties agree to utilize appropriate forms of non-binding alternative dispute resolution including, but not limited to, mediation. Such dispute resolution shall occur in Montgomery, Alabama, utilizing where appropriate, mediators selected from the roster of mediators maintained by the Center For Dispute Resolution of the Alabama State Bar.

5. 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.

6. 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).

7. 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 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i) (1), which is made applicable to contractors by 5 U.S.C. 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 thereunder, 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.

8. 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. (See Attachment.)

9. 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.

11. All parties shall comply with the provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and any implementing regulations as adopted. Contractor shall comply with the Business Associate Agreement attached.

12. All services rendered by Contractor shall be as an independent contractor and not as an employee (merit or otherwise) of the State of Alabama, and shall not be entitled to or receive Merit System benefits.

13. In accordance with Alabama law, Contractor will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Contractor will document that the Contractor is enrolled in the E-Verify Program. 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, 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.

14. 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.

18. In compliance with Act 2016-312, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade. Failure to comply with these requirements may result in termination of the agreement or subcontract.

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GENERAL TERMS AND CONDITIONS FOR RFP FOR SERVICES v 7-9-15 rhc edit 7-28-15

GENERAL TERMS AND CONDITIONS FOR THIS REQUEST FOR PROPOSALS - All proposals are subject to these Terms and Conditions.

1. PROHIBITED CONTACTS; INQUIRIES REGARDING THIS RFP – From the Release Date of this RFP until a contract is awarded, parties that intend to submit, or have submitted, a Proposal are prohibited from communicating with any members of the Soliciting Party’s Team for this transaction who may be identified herein or subsequent to the Release Date, or other employees or representatives of the Soliciting Party regarding this RFP or the underlying transaction except the designated contact(s) identified in {insert *location in RFP where contacts are identified, such as Section S or Item 2.*}

Questions relating only to the RFP process may be submitted by telephone or by mail or hand delivery to: the designated contact. Questions on other subjects, seeking additional information and clarification, must be made in writing and submitted via email to the designated contact, sufficiently in advance of the deadline for delivery of Proposals to provide time to develop and publish an answer. A question received less than two full business days prior to the deadline may not be acknowledged. Questions and answers will be published to those parties submitting responsive proposals.

2. NONRESPONSIVE PROPOSALS - Any Proposal that does not satisfy requirements of the RFP may be deemed non-responsive and may be disregarded without evaluation. Clarification or supplemental information may be required from any Proposer.

3. CHANGES TO THE RFP; CHANGES TO THE SCHEDULE - The Soliciting Party reserves the right to change or interpret the RFP prior to the Proposal Due Date. Changes will be communicated to those parties receiving the RFP who have not informed the Soliciting Party’s designated contact that a Proposal will not be submitted. Changes to the deadline or other scheduled events may be made by the Soliciting Party as it deems to be in its best interest.

4. EXPENSES - Unless otherwise specified, the reimbursable expenses incurred by the service provider in the providing the solicited services, shall be charged at actual cost without mark-up, profit or administrative fee or charge. Only customary, necessary expenses in reasonable amounts will be reimbursable, to include copying (not to exceed 15 cents per page), printing, postage in excess of first class for the first one and one-half ounces, travel and preapproved consulting services. Cost of electronic legal research, cellular phone service, fax machines, long-distance telephone tolls, courier, food or beverages are not reimbursable expenses without prior authorization, which will not be granted in the absence of compelling facts that demonstrate a negative effect on the issuance of the bonds, if not authorized.

If pre-approved, in-state travel shall be reimbursed at the rate being paid to state employees on the date incurred. Necessary lodging expenses will be paid on the same per-diem basis as state employees are paid. Any other pre-approved travel expenses will be reimbursed on conditions and in amounts that will be declared by the Issuer when granting approval to travel. Issuer may require such documentation of expenses as it deems necessary.

5. REJECTION OF PROPOSALS - The Soliciting Party reserves the right to reject any and all proposals and cancel this Request if, in the exercise its sole discretion, it deems such action to be in its best interest.

6. EXPENSES OF PROPOSAL – The Soliciting Party will not compensate a Proposer for any expenses incurred in the preparation of a Proposal.

7. DISCLOSURE STATEMENT - A Proposal must include one original Disclosure Statement as required by Code Section 41-16-82, et seq., *Code of Alabama 1975*. Copies of the Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General’s web site at <https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure-Statement.pdf> and <https://www.alabamaag.gov/Documents/files/Vendor-Disclosure-Instructions.pdf>.

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8. LEGISLATIVE CONTRACT REVIEW - Personal and professional services contracts with the State may be subject to review by the Contract Review Permanent Legislative Oversight Committee in accordance with Section 29-2-40, et seq., Code of Alabama 1975. The vendor is required to be knowledgeable of the provisions of that statute and the rules of the committee. These rules can be found at <http://www.legislature.state.al.us/aliswww/AlaLegJointIntCommContracReview.aspx>. If a

contract resulting from this RFP is to be submitted for review the service provider must provide the forms and documentation required for that process.

9. THE FINAL TERMS OF THE ENGAGEMENT - Issuance of this Request For Proposals in no way constitutes a commitment by the Soliciting Party to award a contract. The final terms of engagement for the service provider will be set out in a contract which will be effective upon its acceptance by the Soliciting Party as evidenced by the signature thereon of its authorized representative. Provisions of this Request For Proposals and the accepted Proposal may be incorporated into the terms of the engagement should the Issuer so dictate. Notice is hereby given that there are certain terms standard to commercial contracts in private sector use which the State is prevented by law or policy from accepting, including indemnification and holding harmless a party to a contract or third parties, consent to choice of law and venue other than the State of Alabama, methods of dispute resolution other than negotiation and mediation, waivers of subrogation and other rights against third parties, agreement to pay attorney's fees and expenses of litigation, and some provisions limiting damages payable by a vendor, including those limiting damages to the cost of goods or services.

10. BEASON-HAMMON ACT COMPLIANCE. A contract resulting from this RFP will include provisions for compliance with certain requirements of the *Beason-Hammon Alabama taxpayer and Citizen Protection Act* (Act 2011-535, as amended by Act 2012-491 and codified as Sections 31-13-1 through 35, Code of Alabama, 1975, as amended), as follows:

E- VERIFY ENROLLMENT DOCUMENTATION AND PARTICIPATION. As required by Section 31-13-9(b), Code of Alabama, 1975, as amended, Contractor that is a "business entity" or "employer" as defined in Code Section 31-13-3, will enroll in the E-Verify Program administered by the United States Department of Homeland Security, will provide a copy of its Memorandum of Agreement with the United States Department of Homeland Security that program and will use that program for the duration of this contract.

CONTRACT PROVISION MANDATED BY SECTION 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.

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23000000059	Final	Dental Consulting Services,Competitive Sealed Proposal (CSP)	Total Pages: 4

ATTENTION: Alabama Medicaid intends to post Dental Consulting Services, Competitive Sealed Proposal (CSP) Number 2023-Dental-01 RFP specifications document by the close of business on 2/8/2023, to the Alabama Medicaid website at:

http://www.medicaid.alabama.gov/CONTENT/2.0_newsroom/2.4_Procurement.aspx.

All questions concerning this RFP must be directed to:

dentalrfp@medicaid.alabama.gov

RFP # 2023-Dental-01
Dental Consulting Services RFP
Proposer Questions and Agency Answers
2/21/2023

Question ID:	1
Date Question Asked:	2/14/23
Question:	I am registered with everify, and have an active vendor account. When I checked with Secretary of State Office I was informed that they only register Llc, corporation etc. is there a requirement to be Llc for the RFP?
Section Number:	N/A
RFP Page Number:	3
Agency Answer:	A LLC or corporation is not necessary for this RFP.
Question ID:	2
Date Question Asked:	2/14/23
Question:	Does this position have the possibility of remote location? If this is the case, how often is it expected that the person will be in the office?
Section Number:	N/A
RFP Page Number:	3
Agency Answer:	Yes. Typically, no more than 1-2 days per week is the time expected that the person will be in the office. NOTE: the in office time is largely dependent on the number of paper dental prior approval requests received by the Agency.

Question ID:	3
Date Question Asked:	2/14/23
Question:	If this position does have the possibility of remote location, how are incoming office/business phone calls to be dealt with? Can an office phone be forwarded to another phone? Is there the possibility for reimbursement for a cell phone for business use only if not the issuance of a state cell phone?
Section Number:	N/A
RFP Page Number:	3
Agency Answer:	Incoming office/business phone calls will be answered by Medicaid staff. Any phone messages or emails will be forwarded to the state issued email or cell phone.
Question ID:	4
Date Question Asked:	2/14/23
Question:	How much time per week is expected to perform these duties once the learning curve has been met and any backlog of PAs are dealt with?
Section Number:	N/A
RFP Page Number:	6
Agency Answer:	Approximately 20 hours per week is the expected time needed to perform the duties after meeting the learning curve and dealing with any backlog PAs.
Question ID:	5
Date Question Asked:	2/14/23
Question:	Are letters of reference to be included in the proposal submitted, or are they to go to the Medicaid Agency separately, and if so, how? Is it acceptable to have more than 3 references?
Section Number:	N/A
RFP Page Number:	5
Agency Answer:	Per page 5 of the CSP, three work references must be included within the proposal.

Question ID:	6
Date Question Asked:	2/14/23
Question:	And If answers are not provided to this email directly but are provided to the website as the RFP states, what is the website address?
Section Number:	N/A
RFP Page Number:	7
Agency Answer:	https://medicaid.alabama.gov/content/2.0_Newsroom/2.4_Procurement.aspx