

Telehealth Readiness Assessment Bid Board Q&A

On November 20, 2017, the Maryland Health Care Commission (MHCC) released a request for bids (MHCC 18-008) entitled, *Telehealth Readiness Assessment (TRA) – Question and Scoring Development*.¹ The MHCC is making available questions and answers that pertain to this announcement. This document will be updated as we receive additional questions from potential offerors.

1. **Question:** Who does the actual field testing; MHCC or the vendor? Is the vendor responsible for delivering the draft TRA tool to the small practices, communicating with them as necessary, following up for completion, etc.?

Answer: The vendor would conduct the field testing of the draft questions and scoring methodology, including communicating and following up with them as necessary. The MHCC has not requested the vendor create the TRA tool. The MHCC may release another procurement request to secure a vendor to develop a dynamic TRA tool using the questions and scoring methodology developed under this procurement request.

2. **Question:** How many practices does MHCC intend to solicit for the field testing within a timeframe of five working days?

Answer: The number of practices will depend on the quality of responses received. The MHCC is looking to the offeror to propose an approach to obtaining sufficient input from small practices. Field testing of the draft questions and scoring methodology would occur between March 27, 2018 and April 24, 2017 or about 28 days or 20 business days. The MHCC will provide contacts to the vendor; however the vendor may supplement the contacts with their own.

3. **Question:** Does the ordering of the offeror's responses matter; specifically should the Statement of Problem be provided first in the proposal?

Answer: The ordering of the offeror's proposals is not important; however, the proposal must include all required information as outlined in Section V. The MHCC requests that the offeror organize the proposal in a manner that clearly identifies the required components.

¹More information about the Bid Board is available on eMaryland Marketplace:
<https://emaryland.buyspeed.com/bsa/login.sdo>. Search for Bid # MDMHCC310358800

4. **Question:** Are the resumes/CVs (3 page max) included in the 15-page limit for the technical proposal?

Answer: Resumes may be excluded from the 15-page limit. Offerors are encouraged to include resumes that only identify the experience the individual has had relative to the work called for in this solicitation.

5. **Question:** Are you considering, as part of the evaluation, the necessary assessment expertise to ensure a valid and high-quality assessment tool? And if so, how do you weight the subject-matter expertise vs. assessment expertise?

Answer: Yes, we are will consider, as part of the evaluation criteria, the offerors expertise/qualifications in developing assessments. We plan to provide more weight to experience and qualifications with regard to telehealth technology and small practice workflows as this criteria is listed first (under section IVB); however, we also plan to give importance to the offerors assessment expertise and require that offerors have knowledge of social science methods for developing self-administered questionnaires and be familiar with the American Association for Public Opinion Research, Best Practice for Survey Research.

6. **Question:** Is it acceptable to suggest a slightly different implementation timeframe to ensure the highest quality product can be delivered to provide your organization with meaningful insights?

Answer: Offerors may propose a different implementation timeframe for our consideration.