

Patient Family Advisory Council (PFAC) – Guidance Document Development Bid Board Q&A

On December 14, 2017, the Maryland Health Care Commission (MHCC) released a request for bids (MHCC 18-010) entitled, Patient Family Advisory Council (PFAC) – Guidance Document 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 **Question:** What level of onsite presence is expected for field testing the draft guidance document? Can field testing be conducted remotely, e.g., via phone, video conferencing, and/or online surveys?

Answer: The MHCC is asking offerors to propose their own methodology to field testing the guidance document. The MHCC will evaluate the proposed approach based on the responses received.

2. **Question:** How many practices does MHCC expect to be field tested?

Answer: The MHCC is looking to the offeror to propose an approach to obtaining sufficient input from small practices.

3. **Question:** The Scope of Work has two distinct requirements, Part One with clearly defined deliverables to develop a PFAC Guidance Document versus Part Two Field Testing with a broad range of deliverables that are inherently difficult to define in advance. Will MHCC consider a “hybrid” response to be responsive if a Contractor only responds with a “fixed cost” for Part One and a “time and materials rate schedule for actual hours” based on defined Titles and Roles?

Answer: MHCC will only consider bids that contain a fixed cost for both parts of the proposal. The financial proposal should provide both an hourly rate by labor category (time and materials) and a firm fixed price as described in COMAR 21.06.03.02.A(1) for the proposed approach.

4. **Question:** Are the Field Test offices predetermined by MHCC or will the vendor select from a list?

¹More information about the Bid Board is available on eMaryland Marketplace:
<https://emaryland.buyspeed.com/bsol/login.sdo>. Search for Bid # MDMHCC31036176

Answer: The vendor may select from a list. Contacts for field testing the Guidance Document will be provided to the vendor by MHCC; however, the Contractor may supplement the contacts with their own.

5. **Question:** Are MHCC provided contacts receiving incentives, compensation or stipend to participate and meet Contract Deliverables and Due Dates? May compensation be provided to Contractor provided contacts if needed to meet sample size and Deliverables Due Date requirements based on the variation of the defined demographics of physician groups targeted by MHCC?

Answer: A contractor is permitted to offer compensation to contacts and should account for this in their financial proposal. The MHCC is not providing additional incentives, compensation, or stipends to contacts.

6. **Question:** How does MHCC plan to champion this initiative?

Answer: The Maryland Primary Care Program (MDPCP) is a program proposed by the Maryland Department of Health (MDH) which aims to foster collaboration between primary care providers, and hospitals and specialists to facilitate the delivery of high-quality, cost-effective care. The MHCC is a collaborator with MDH on the MDPCP. Each practice in the MDPCP will be required to convene a PFAC at a minimum of once per year. The MHCC aims to award a contract to an organization to develop a guidance document to assist practices participating in the MDPCP with implementing and assessing the impact of a PFAC.

7. **Question:** Does MHCC expect any “in person” engagement in the field test phase and if so how should travel and ancillary costs presented in the hourly engagement?

Answer: The MHCC is asking offerors to propose their own methodology to field testing the guidance document. The MHCC will evaluate the proposed approach based on the responses received. Time for employee travel should be included as part of the hourly rate for the employee. Ancillary costs can be reported as a fixed price, including number of units where applicable. All travel and ancillary costs are subject to the overall contract fixed cost.

8. **Question:** Will MHCC or the vendor be responsible for outreach to the primary care practices to collect their feedback on the guidance document?

Answer: The offerors will collect feedback from practices and are to propose their own methodology to field testing the guidance document. The MHCC will evaluate the proposed approach based on the responses received.

9. **Question:** How have the primary care practices that MHCC provides been chosen and how will they be informed of their participation?

Answer: Contacts provided will be from practices that have previously engaged with MHCC and are willing to have their contact information shared. The vendor may select from a list or the Contractor may supplement the contacts with their own.

10. **Question:** The MHCC wants two (2) separate proposals: one is an hourly to cover all the work and the other is a firm fixed price. The separate hourly proposal must cover 100% if chosen. The alternate fixed firm price proposal shall cover 100% if it's selected instead of the hourly.

Answer: Only one financial proposal with two parts is required. Each part of the proposal must cover the total dollar amount for the work outlined in the financial proposal.

11. **Question:** After choosing the vendor, MHCC will evaluate and compare the hourly versus the firm fixed price proposal and pick one.

Answer: The MHCC will evaluate and compare the hourly and the fixed price proposals during the evaluation process. The MHCC will inform the Offeror which option under the financial proposals submitted it will accept once a vendor has been selected for an award.

12. **Question:** When the Vendor submits what is believed to be substantially completed, high quality work but the Contract Monitor does not “approve”, is payment for that portion delayed or denied?

Answer: The Contract Manager must approve all work before payment will be released. The Contract Manager will work closely with the vendor throughout the process, with the aim to deliver work that meets MHCC quality standards.

13. **Question:** In the event of contract termination, are hours worked or work substantially completed through the termination date paid by MHCC assuming it was “specifically requested by Contract Monitor”?

Answer: A reasonable amount of hours, as determined by the State, would be paid if incurred prior to the contract termination date if the work is in accordance with the SOW and deliverable time line. All work must meet MHCC quality standards to qualify for payment.