

RFP#: MHCC 22-003

Telehealth Study

Q&A #1

The MHCC is making available questions and answers to prospective Offerors known by the Issuing Office to have received the above-referenced RFP. Updates will follow as we receive additional questions from potential Offerors.

1. Question: Section 2.2.3.3 State Responsibilities, pg. 12

On page 12, (section 2.2.3.3) the RFP states “The MHCC shall provide the Contractor with a list of providers and approximately 15 survey questions for deliverables required under 2.3.7.”.

- a. Will the contractor otherwise be responsible for identifying provider survey questions and designing the instrument, incorporating these 15 questions?
- b. Will the list of providers provided by MHCC serve as the full sample frame for a survey, or will this list only include a portion of the providers that should be surveyed?
- c. Can MHCC provide additional detail on the information that will be available on the list of providers that can be used for sampling and recruitment, including specialty, practice, location, and contact information?

Answer:

- a. The Contractor is required to conduct pretesting of the draft survey questions provided by MHCC and propose design changes within five business days of pretesting. The Contractor is required to propose an approach to survey at least 1,000 providers that yields a minimum 50 percent response rate (see 2.3.7.3).
- b. Yes, the list of providers will serve as the full sample framework for the provider survey. The MHCC obtained the list of providers from the publicly free National Plan and Provider Enumeration System (NPPES), National Provider Identifier (NPI) directory. The NPPES NPI directory is updated by the Centers for Medicare & Medicaid Services (CMS) monthly and available at: www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand/DataDissemination. The MHCC list includes about 46,000 providers as defined in section 2.2.1 of the RFP.
- c. The MHCC encourages bidders to review the CMS NPPES Data Dissemination – Readme (data dictionary), for data elements included in the list of providers available at: www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand/Downloads/Data_Dissemination_File-Readme.pdf.

2. Question: Section 5.2.3 Proposal Delivery and Packaging, pg. 59

Can MHCC confirm the correct method of proposal submission? The Key Information Summary Sheet says that proposals should be emailed to Andrea Allen. However, Section 5.2.1 (pg. 59) indicates that “Proposals delivered by facsimile and e-mail shall not be considered” and section 5.2.3 (pg. 59) indicates submitting the proposal through eMMA, the state’s internet based electronic procurement system.

Answer: The Key Information Summary Sheet has been revised. Proposals should be submitted electronically through eMMA or hardcopies should be delivered by mail or hand carried.

3. Question: Section 5.3 Volume I – Technical Proposal, pg. 61

There is no Tab N listed in proposal requirements. Can MHCC confirm that a Tab N is not required?

Answer: No, Tab N is not required.

4. Question: Key Information Sheet, pg. iii

What is the contract start date and contract end date?

Answer: The MHCC anticipates making a contract award in September 2021. The contract will include a two-year base period.

5. Question: Key Information Sheet, pg. iii

The Key Information Sheet states a 2-year base period. However, the final deliverable, #11, is due September 1, 2022. Can you please confirm the contract duration?

Answer: The MHCC considers a two-year base period appropriate for this RFP. The MHCC may terminate the contract before the two-year base period concludes if all the deliverables are deemed acceptable by MHCC.

6. Question: Key Information Sheet, pg. iii

What is the contract value that MHCC anticipates to this Scope of Work?

Answer: The MHCC is asking bidders to include a fair cost to complete the tasks required in the RFP.

7. Question: Key Information Sheet, pg. iii

What does MHCC anticipate as a total level of effort (hours) or range for this requirement?

Answer: The MHCC has not established a level of effort for the RFP. Offerors are asked to include the hours they believe are required to complete the tasks in the RFP.

8. Question: Section 2.2.3.3 State Responsibilities, pg. 12

How does MHCC define “providers”? Does this include doctors, nurses, and physician assistants?

Answer: The MHCC defines providers in section 2.2.1 of the RFP.

9. Question: Section 2.2.3.3 State Responsibilities, pg. 12

How many providers are in the list?

Answer: The MHCC obtained data on Maryland providers from the publicly free National Plan and Provider Enumeration System (NPPES), National Provider Identifier (NPI) directory. The NPPES NPI directory is updated by the Centers for Medicare & Medicaid Services (CMS) monthly and available at:

www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand/DataDissemination. The MHCC prepared a list of providers using this data; the list includes about 46,000 providers as defined in section 2.2.1 of the RFP.

10. Question: Section 2.2.3.3 State Responsibilities, pg. 12

What information about each provider is included in the list?

Answer: For information on data elements included in the list of providers, bidders are encouraged to review the CMS NPPES Data Dissemination – Readme (data dictionary) available at:

www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand/Downloads/Data_Dissemination_File-Readme.pdf.

11. Question: Section 5.2.6 A Proposal Delivery and Packaging, pg. 59

Please confirm that if bidders submit their proposal via eMMA, we only need to provide our technical proposal in PDF format.

Answer: Yes, that is correct. Section 5.2.9 A provides instructions for delivery by mail or hand.

12. Question: What is the process to make adjustments to the contract post award?

Answer: See sections 2.3 and 37.2 in Attachment M Contract.

13. Question: Appendix 2 Offeror Information Sheet

The RFP mentions that the Offeror Information Sheet is in Appendix 2, but there is not an Appendix 2 included in the RFP.

Answer: Use the following link to access Appendix 2:

https://procurement.maryland.gov/wpcontent/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf