



SOLICITATION AMENDMENT #2

<p align="center">RFP YH22-0072 Third Party Eligibility Verification Services</p>	<p align="center">Solicitation Due Date: April 22, 2022 3:00 pm Arizona Time</p>	<p>Procurement Officer: Tracey Thomas</p> <p>Email: procurement@azahcccs.gov</p>
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A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

- A. Answers to Questions are attached hereto.

<p>OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.</p>	<p>THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.</p>
<p>SIGNATURE OF AUTHORIZED INDIVIDUAL:</p>	<p>SIGNATURE: SIGNATURE ON FILE</p>
<p>TYPED NAME:</p>	<p>TYPED NAME: Meggan LaPorte, CPPO, MSW</p>
<p>TITLE:</p>	<p>TITLE: Chief Procurement Officer</p>
<p>DATE:</p>	<p>DATE: 04/08/2022</p>



QUESTIONS AND ANSWERS FORM

SOLICITATION AMENDMENT #2

YH22-0072

Third Party Eligibility Verification Services

Question#	VENDOR NAME	Paragraph # Or Title	Page #	Vendor Questions	ANSWERS
1.	Gainwell Technologies	Minimum Qualifications to Bid - 4.3	5	How does AHCCCS define a transaction for billing purposes? Is a 270 request counted as one transaction and the 271 responses as a second transaction, or does the combined request/response constitute a single billable transaction?	The combined request/response constitute a single billable transaction.
2.	Gainwell Technologies	5.2.3.3. Maintenance and Support	20	Is there an expectation on the part of AHCCCS with regards to the timeframes that the vendor should provide help desk support for trading partners?	The expectation is the vendor should provide support within 24-48 hrs. for trading partners. The issue does not necessarily need to be resolved but communication with the trading partners must be made within 24-48 hrs.
3.	Gainwell Technologies	System Information – 8.3	7	Are there storage/archival requirements for EDI transaction data received/submitted by the vendor solution, or will transactional data be stored by AHCCCS?	There are no storage or archival requirements for the EDI transaction, however, logs of transactions must be kept to produce the required reports.
4.	Gainwell Technologies	5.2.3.3. Maintenance and Support	20	Will trading partners be logging into/connecting directly to the vendor 270/271 solution, or is there an existing AHCCCS trading partner portal layer that will validate trading partner credentials? Is there a requirement to support Single Sign On (SSO)?	AHCCCS is responsible for setting up a secure connection with approved vendors which will include credentials. The vendor will be responsible for keeping the AHCCCS transmission of data secure with its trading partners.
5.	Gainwell Technologies	Performance Guarantees – 7.3	6	Approximately how many total trading partners are expected to access the solution?	The number of trading partners is unknown.
6.	Gainwell Technologies	Requirements - 5.4	5	Requirement 5.4 stipulates 'the Contractor shall only offer the service to AHCCCS approved registered providers.' Will AHCCCS provide a list of approved providers to the vendor?	No, if the request received from our vendor is not an AHCCCS approved provider the return message will be "Provider not found".

7.	Gainwell Technologies	5.2.3.3. Maintenance and Support	20	Can the state provide insight into the process of approving new providers/trading partners, specifically is there a requirement to obtain AHCCCS approval for new trading partners that register post-go live?	There is no requirement to gain AHCCCS approval for trading partners.
8.	Gainwell Technologies	5.2.3.3. Maintenance and Support	20	Who is the current incumbent vendor, and will they be processing transactions right up to the go-live or will there be a hold (2 weeks or so), to transition from one vendor to the other?	We currently have four (4) vendors. They are, in alphabetical order, Change Healthcare, Experian, Transunion, and Waystar. There will be no delay or hold in processing 270/271 real-time transactions.
9.	Gainwell Technologies	11.4 Transaction Fees	8	The RFP states the following: "The method of transaction fee will be determined/agreed by the parties after award of the Contract." Does this mean that AHCCCS is NOT requesting pricing to be submitted with the RFP response? If AHCCCS DOES require proposed transactional fee pricing, what format should respondents use, or will the State consider providing a price sheet?	Correct. See Scope of Work, Section 4, Offeror Minimum Qualifications to Bid, Item 4.3. and Section 11, Transaction Fees Item 11.1 Not Applicable
10.	Gainwell Technologies	Proposal Submission Instruction, Exhibit A, #1, Bidders Library	48	Exhibit A of the RFP states that a Bidders Library "containing all relevant information, or links to the information, pertaining to this RFP" is posted to this link: https://www.azahcccs.gov/Resources/OversightOfHealthPlans/SolicitationsAndContracts/bidderslibrary.html . This link does not lead to a bidder's library for SOLICITATION # YH22-0072, Third Party Eligibility Verification Services. Will the State please provide the bidder's library for this procurement?	Exhibit A, Section 1, Bidders Library (Public) is hereby deleted.
11.	TransUnion	3.2, 4.2 (original signature)	12, 13	Our firm uses the DocuSign Electronic Signature system to execute binding agreements. A unique Document ID for this signature will be found at the top of the digitally signed page. Will this approach be sufficient to meet the "original signature" requirements?	Electronic Signatures are acceptable.
12.	TransUnion	5. Contents of Proposal	17	Part B of the proposal is to include Attachment A - Minimum Qualifications, however on the solicitation website, the link to this form is broken ("Page/Document Not Found"). Please advise how we may obtain this document.	The link to this Attachment is fixed.
13.	TransUnion	4. Offeror's Intent to Bid form	49	Paragraph references an Offeror's Intent to Bid form on the AHCCCS website, however there is no Intent to Bid form linked under this solicitation. Please advise how we may obtain this form.	See Solicitation Amendment 1
14.	TransUnion	Exhibit A	48	Conflicting date listed for requesting SFTP access by 3/18/2022. Please confirm that we may request access by 4/1/2022 as listed on the cover sheet and bid timeline (p.16).	See Solicitation Amendment 1

15.	TransUnion	5. EDE Request Form	49	The instructions for completing the Data Exchange Request Form say to enter "YH22-0001" as the folder name. For other AHCCCS RFPs, this field typically matches the bid# (in our case, YH22-0072). Please clarify which folder should be requested on the form.	Exhibit A, Section 5, AHCCCS Electronic Data Exchange Request Form, Item Section II Folder Name is hereby revised and replaced with "YH22-0072"
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