




Douglas A. Ducey, Governor
 Thomas J. Betlach, Director

SOLICITATION AMENDMENT #2		
YH18-0001 ALTCS E/PD RFP	Solicitation Due Date: January 23, 2017 3:00 pm Arizona Time	Chief Procurement Officer: Meggan Harley Email: <u>EPDYH18_QuestionstoRFP@azahcccs.gov</u>

A signed copy of this amendment must be submitted with your solicitation response.

This Solicitation is amended as follows:

1. The attached Answers to Questions are incorporated as part of this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THIS SOLICITATION AMENDMENT.	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THIS DAY, IN PHOENIX, AZ.
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: 
TYPED NAME:	TYPED NAME: Meggan Harley, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE: 11/21/2016

ALTCS E/PD RFP YH18-0001 QUESTIONS AND RESPONSES AMENDMENT NO. 2 TO RFP YH18-0001

	DATE SUBMITTED	RFP SECTION	PARAGRAPH No.	PAGE No.	OFFEROR'S QUESTION	AHCCCS RESPONSE
1	11/10/2016	Section H. Instructions to Offerors	15. Contents of Offeror's Proposal	239	The RFP states "Unless otherwise specified, responses to each submission requirement must be limited to five 8 1/2" x 11" one sided, single spaced, type written pages." Please confirm that the 5 page limit applies to each of the individual questions noted within in Exhibit C: Narrative Submission Requirements.	<p>Each individual Narrative Submission Requirement, numbered 1 through 12, is limited to the 5 page requirement.</p> <p>Upon review of the submission requirements, AHCCCS is clarifying the page number limit for narrative submission requirement #11.</p> <p>The RFP is amended as follows: (RFP Page 251) Administrative Submission Requirement #11: <u>'The five page limit applies only to the narrative response. There is no limit to the number of attachments in response to '... the type and full content of any communications the Offeror will send to the provider.'</u></p>
2	11/10/2016	Section H. Instructions to Offerors	15. Contents of Offeror's Proposal	239	Is the Offeror required to include the full question narrative as part of our response to the questions within Exhibit C: Narrative Submission Requirements. If yes, please confirm that the question will not be counted towards the 5 page limit.	The Offeror has the discretion to include/exclude the narrative submission requirement text. The 5 page limit applies regardless.

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	DATE SUBMITTED	RFP SECTION	PARAGRAPH No.	PAGE No.	OFFEROR'S QUESTION	AHCCCS RESPONSE
3	11/10/2016	Section I: Exhibits Exhibit C: Narrative Submission Requirements	12. IT Systems Demonstration	251	Paragraph 4 states: <Offeror> acknowledges that its participation in the IT Systems Demonstration beginning on January 24, 2017, constitutes fulfillment of Submission Requirement No. 11. Please confirm this should state fulfillment of Submission Requirement No. <u>12</u> .	Yes, this should state No. 12. The RFP is amended as follows: (RFP Page 251) Administrative Submission Requirement #12: 'For this Submission Requirement, the Offeror shall provide written acknowledgement as follows: <Offeror> acknowledges that its participation in the IT Systems Demonstration beginning on January 24, 2017, constitutes fulfillment of Submission Requirement No. 11 <u>12</u> . <Offeror> acknowledges that it will comply with the stated guidelines and calendar for this process. <Offeror> acknowledges that the IT Systems Demonstration will be scored as part of the Offeror's Proposal.'
4	11/10/2016	Section I: Exhibits Exhibit C: Narrative Submission Requirements	12. IT Systems Demonstration	251	Please confirm that the written acknowledgment represented in paragraph 4 is the only response required for this question.	Yes the written acknowledgement is the only response required for this question. Note, the 10 -day demonstration itself begins on January 24, 2017.

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	DATE SUBMITTED	RFP SECTION	PARAGRAPH No.	PAGE No.	OFFEROR'S QUESTION	AHCCCS RESPONSE
5	11/10/2016	Section J. Program Requirements	3. Grievance and Appeal System	280	Per Section J.3, the Contractor is required to implement and administer an SMI Grievance and Appeal system. Are there any restrictions on integrating the SMI Grievance and Appeal process with the Contractor's non-SMI Grievance and Appeal system assuming that all required processes are followed and data is reported separately under contract requirements?	The Offeror has the discretion to design an SMI and non-SMI Grievance and Appeal System as long as it complies with AHCCCS requirements.
6	11/10/2016	Section H. Instructions to Offerors IT Demo Q&A Process Provisions	1. Prospective Offeror's Inquiries	228	This section provides detail on how to submit questions related to the RFP but indicates that questions related to the IT Systems Demonstration will follow different instructions. The RFP supplemental IT Demo Q&A Process Provisions document indicates "Questions received between 8:00 a.m. Arizona Time and 12:00p.m. Arizona Time will be answered, if appropriate, no later than 3:30 p.m. Arizona Time the same day. All questions and responses will be made available to all Offerors by means of posting to the SFTP folder as noted below." What is the deadline for submitting IT Demonstration related questions through this process?	Questions may be submitted at any time of the day during the 10 day IT demonstration. Questions that are received after 12:00 p.m. weekdays will be answered the next business day.

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7	11/10/2016	D. Program Requirements	25	90	<p>Please clarify the language in the referenced section. Is it AHCCCS' intention that the bidder maintain staff dedicated only to the ALTCS program per the following requirement: Except as otherwise specified below, a staff member is prohibited from occupying more than two positions within one line of business <i>or from occupying two positions across multiple lines of business (including non-AHCCCS lines of business)</i> unless prior approval is obtained by AHCCCS, Division of Health Care Management (DHCM). Are there any positions that AHCCCS would not consider approving to be used across multiple AHCCCS lines of business? Is it your intention that one person cannot work on multiple lines of business? Does this apply to every position, such as provider relations reps, prior auth reps, claims examiners, etc? And if so, how does this apply to staff working with the dual eligible population?</p>	<p>A staff member is prohibited from wearing more than 'two hats', regardless of whether the staff member occupies two positions within a single line of business or one position across two lines of business (including non-AHCCCS lines of business). The Contractor has its discretion to consider how it deploys its staff as long as the 'two hats' requirement is met.</p> <p>A position for which it is reasonable that a staff member would assist a provider for example, across all lines of business, or members from all lines of business, would likely be granted an approval by AHCCCS. The Offeror's D-SNP is also considered a line of business.</p> <p>The RFP is amended as follows (RFP Page 90): Except as otherwise specified below, a staff member is prohibited from occupying more than two positions, <u>regardless of whether the staff member occupies two positions within a single line of business or one position across two lines of business (including non-AHCCCS lines of business)</u> within one line of business or from occupying two positions across multiple lines of business (including non-AHCCCS lines of business) unless prior approval is obtained by AHCCCS, Division of Health Care Management (DHCM). AHCCCS will not permit any Contractor staff to hold positions which may present a conflict of interest.</p>