



Department of Health and Social Services  
Finance and Management Services  
Grants and Contracts Support Team  
PO Box 110650  
Juneau, AK 99811-0650

**RFP 200000056**  
**Amendment 1**  
**Electronic Visit Verification**

**Amendment Issue Date: June 26, 2020**

**This amendment extends the deadline for receipt of proposals through 1400 AKST Friday, July 10, 2020.**

In addition, this amendment serves to provide part one of two for the question and answers. All IT related questions are still pending State of Alaska responses.

Unless identified below, all other terms & conditions of the RFP remain the same.

A copy of this amendment is available on the State's Vendor Self Service website.

Q #	RFP Section	RFP Page #	RFP Language	Comment/Clarification/Question	SDS Response
1.	RFP Section 1.08 Proposal Contents	6	e) FEDERAL REQUIREMENTS The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.	Will the State please confirm this requirement (a) requires the Contractor to notify the State of any changes in federal regulations that may affect the Contract of which Contractor becomes aware and (b) applies during the contract term? If that understanding is not correct, will the State please clarify this requirement?	<b>Yes, the contractor will need to notify the state of any changes in federal regulations. This does apply during the contract term.</b>
2.	RFP Section 1.08 Proposal Contents	6	e) FEDERAL REQUIREMENTS The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.	Will the State please verify who's responsibility it is to identify federal requirements. Usually it is the RFP/State that identifies the requirements that the offeror must follow.	<b>It is the contractor's responsibility to identify any federal requirements.</b>
3.	ATTACHMENT 1 - OFFEROR'S CHECKLIST  Item #3 Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions		Each proposal must include a signed debarment certification form, included in Section 8: Attachments	We cannot locate the debarment certification form; it is not included in Section 8: Attachments of the RFP. Please provide the Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions form.	<b>The debarment form has been posted to the OPN for completion as Attachment 12 – Certification Regarding Debarment.</b>

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4.	Sec 4.06 Experience and Qualifications Sec. 5.04 Experience and Qualifications, Section 2, item c and	36 and 37-38	c) Has the firm provided letters of reference from previous clients? And 4.06 Offerors must provide reference names and phone numbers for projects of similar size and scope the offeror's firm has completed in the past five (5) years	The evaluation criteria in Sec 5.04 Experience and Qualifications has conflicting information from the RFP Sec 4.06 Experience and Qualifications.  Does the requirement in RFP Sec 4.06, "Offerors must provide reference names and phone numbers for projects of similar size and scope the offeror's firm has completed in the past five (5) years" satisfy this section in totality?	<b>The respondents do not need to submit letters of reference. We can amend the language in section 5.04 2, c :</b>  <b>Has the firm provided required references listed in section 4.06?</b>
5.	RFP; Section 1.04, #2, and 3.01 Scope of Work	4 and 14	"2. A preliminary project management narrative and work plan that meets the requirements set out in the Attachment 6 - EVV IT Reference B – DHSS Project Management Requirements, Section 1; The Department intends on a phased approach for implementation of a new EVV system. This will allow the opportunity to test and identify how other State systems may be impacted by this new system. The initial phase will target Personal Care Services to meet the Cures Act deadline of January 01, 2021. The secondary phase shall begin at the Department's discretion upon successful implementation of the system and will focus on Home Health Care Services to meet the Cures Act deadline of January 01, 2023."	Please confirm the Draft Project Plan submitted with the RFP does not need to include the Home Health Care Implementation. HHC	<b>The Draft Project Plan must include Home Health Care Implementation.</b>

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6.	RFP; Section 1.04, #2, and 3.01 Scope of Work	4 and 14	"2. A preliminary project management narrative and work plan that meets the requirements set out in the Attachment 6 - EVV IT Reference B – DHSS Project Management Requirements, Section 1; The Department intends on a phased approach for implementation of a new EVV system. This will allow the opportunity to test and identify how other State systems may be impacted by this new system. The initial phase will target Personal Care Services to meet the Cures Act deadline of January 01, 2021. The secondary phase shall begin at the Department's discretion upon successful implementation of the system and will focus on Home Health Care Services to meet the Cures Act deadline of January 01, 2023."	Please clarify the expected start of the Home Health EVV implementation.	<b>The expected implementation date of Home Health EVV is January 1, 2023 as referenced in RFP.</b>
7.	RFP Section 1.08 Proposal Contents	6	(c) VENDOR TAX ID A valid Vendor Tax ID must be submitted to the issuing office with the proposal or within five days of DHSS's request.	Will the State clarify if the Vendor Tax ID applies to the primary bidder and not subcontractors?	Subcontractors must abide by the same requirements as the prime contractor per RFP SEC 3.09.
8.	Section 1.12 RFP Schedule	8	Deadline for Receipt of Proposals 2:00 PM AKST June 29, 2020	Would DHSS consider a proposal extension?	This amendment includes a deadline extension.

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9.	Section 1.12 RFP Schedule	8	Deadline for Receipt of Questions 2:00 PM AKST June 17, 2020	Would DHSS consider allowing a second round of questions after the publication of responses from the first round of questions?	Not at this time.
10	RFP Section 2.01 Background Information; Services	10	"Personal care services are provided through a certified and enrolled agency as follows, either: Agency Based PCS Program (ABPCA): agency oversees, manages, and supervises care, or Agency with Choice (Consumer-Directed PCS Program – CDPCA): each consumer may manage his or her own care by selecting, hiring, firing, and supervising their own personal care assistant that must be an employee of the agency."	Please provide the number of ABPCA and CDPCA providers delivering PCS services.	<b>PCS Providers currently certified and enrolled: ABPCA only: 4 CDPCA only: 52 Both ABPCA and CDPCA: 11</b>
11	RFP Section 2.01 Background Information; Services	10	Home health care services are provided through an enrolled home health care provider.	Please provide the number of additional Home Health Providers not included in the PCS count above.	<b>There are an additional 15 Home Health Providers.</b>
12	RFP; Section 2.01; Background and Section 3.04 Deliverables task 2	10 and 16	"The Department has set two EVV system implementation target timeframes: January 2021 for Personal Care Services (PCS); select Home and Community Based Waiver Services (HCBWS); and January 2023 for select Home Healthcare Services (HHCS). These target timeframes meet the requirements of the Cures Act to ensure DHSS receives the maximum	Please confirm vendors should expect the project start date of August 15, 2020 with PCS EVV system launch as of January 1, 2021, which equates to an approximate 4.5 month PCS Implementation.	<b>The project start date is the date of the award and the implementation target timeframe for PCS is January 1, 2021, as references in the RFP.</b>

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			<p>federal financial participation (FFP) percentage.</p> <p>Contacto shall facilitate an in-person project kick off meeting in Anchorage, Alaska that conforms to the requirements in both Reference A – Section 3.2.2 and Reference B – Section 3.4.3 within thirty (30) calendar days after contract award or a mutually agreed upon date in writing"</p>		
13	RFP Section 3.04, Task 16 Maintenance and Operations	16 and 27	The initial DDI will be completed in year one (1) of the initial contract term, and Maintenance & Operations will occur in year two (2) and three (3) of the initial term.	Please provide specific dates for years one, two and three of the contract. Does year one include PCS implementation only, or PCS implementation and Maintenance and Operations given the request for a January 1, 2021 PCS launch.	<p><b>The RFP was late to post and the following are the timeframes for contract terms:</b></p> <p><b>1st year of project will be the date of the award through one contract year (365 days) to include DDI to complete PCS implementation by January 1, 2021, and may include M&amp;O for PCS for the remainder of this contract year.</b></p> <p><b>2nd year of project will include PCS M&amp;O and DDI for HHCS.</b></p> <p><b>3rd year of project may include additional DDI to complete HHCS implementation by January 1, 2023 and M&amp;O for both PCS and HHCS for remainder of this contract year.</b></p> <p><b>The renewal periods would be annual upon completion of year three and may end December 31, 2025.</b></p>

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14	Attachment 3 Cost Proposal			Please clarify if costs for the Home Health Implementation should be included in the Cost Proposal and \$1,9000,000 budget? If yes, how should those fees be submitted on the Cost Proposal spreadsheet?	<b>Home Health Implementation must be included in the Cost Proposal and budget. The fees must be submitted with each task on the Cost Proposal spreadsheet.</b>
15	Attachment 3 Cost Proposal			Please provide the number of unique members receiving PCS services.	<b>As of 06/22/2020 there are 2794 unique members receiving PCS services.</b>
16	Attachment 3 Cost Proposal			Please provide the number of unique members receiving Home Health Care Services.	<b>In 2020, there are currently 48 unique members receiving HHCS listed in the RFP.</b>
17	Attachment 4 – Standard Agreement Form for Professional Services	1	ARTICLE 2. Performance of Service: 2.2 Appendix B sets forth the liability and insurance provisions of this contract.	Will the State clarify why there is a b1 and a b2?	<b>The B1 and B2 insurance requirements are there for reference. B1 is the standard, B2 is for professional services. The use of these are determined during the contract negotiation period.</b>
18	Throughout			Will the State please confirm the parties will have the opportunity to negotiate mutually acceptable terms and conditions, including SLAs, prior to contract execution?	<b>Please see RFP SEC 6.07.</b>
19	Attachment 1- Offeror Checklist #3.			Certification Regarding Debarment, Suspension, and Ineligibility were told to look at Attachment 4, section F. In Attachment 1, it references Appendix F, but Appendix F is not in this document. Additionally, we were told via the phone NOT to fill out Attachment 4 it's for reference only. This contradicts asking us to fill out Attachment 4. Please advise.	<b>Attachment 12 Certification Regarding Debarment has been added for all offerors to complete and return with their proposals. Attachment 4 is not to be filled out but is for reference purposes only.</b>
20	Excel Sheets			The excel (sheets) are locked down and do not convert to PDF. Can you please state unlock formatting for PDF purposes?	<b>The Excel sheets are locked for the purpose of avoiding changes. Please fill out the cells that</b>

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					<b>are unlocked and then submit with the rest of your proposal.</b>
21	Attachment 3 – Cost Proposal Protected			<p>EVV systems must now be certified following the Outcomes Based Certification (OBC) processes. We have found that initial and ongoing security and accessibility assessments are a significant cost over and above annual Maintenance and Operations (M&amp;O) costs.</p> <p>With such heavy weighting on the Cost Proposal and total project cost only, separate costs for these CMS-required 3rd party assessments should be considered as separate expenses from Task 16: Maintenance and Operations.</p> <p>Please confirm that Task 16: Maintenance and Operations excludes these 3<sup>rd</sup> party assessments. This will allow vendors to propose equivalent cost proposals for this task without being penalized for more experience and inherent knowledge of the latest OBC guidance from CMS.</p>	<b>The EVV certification including 3<sup>rd</sup> party assessment are requirements of Task 16 as listed in (g) and (j 11).</b>
22	Attachment 1			Attachment 1 “Offeror’s Checklist” includes an item 3 stating that the offeror must include “a signed debarment form, included in Section 8: Attachments”. We cannot locate such an attachment from the materials provided online. If it is included, please direct us to the form in the existing materials. If it was mistakenly omitted, please provide the form in the State’s amendment to the proposal.	<b>The debarment form has been posted to the OPN for completion as Attachment 12 – Certification Regarding Debarment.</b>
23	Attachment 3			Please clarify the scope of services subject to the cost proposal capped at \$1,950,000. Does this amount include only Phase 1 of implementation and <b>not</b> Phase 2? If this amount is only for Phase 1, is the term covered by the cost	<b>The scope of services include both Phase I PCS and Phase II HHCS. The contract term is the date of contract award including the potential</b>



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				proposal the initial 3-year term of the contract (i.e., beginning August 15, 2020 for 3 years)?	<b>renewal periods (see Question 14 above for additional clarification).</b>
24	Sections 5, 6			Please explain how the Alaska Bidder Preference and Alaska Offeror Preference are different and whether a bidder can receive both (i.e., a 5% reduction to the cost proposal AND 10% added to the overall proposal score)?	<b>Please see SEC 6.12 for an explanation of how these preferences work.</b>
25	SEC. 1.02 Budget	4		Does the DHSS budget of \$1,950,000 apply to the implementation fee and potential five contract years (including two one-year renewals) or only the implementation fee and the three base contract M&O years?	<b>The budget applies to the contract term which is the date of contract award including the potential renewal periods (see Question 14 above for additional clarification).</b>
26	SEC. 2.01 Background Information	10		<p>This section states “DHSS is seeking to implement an Open/Hybrid model that will allow providers with existing EVV systems to continue using those systems.”</p> <ol style="list-style-type: none"> <li>1. How many providers are using existing EVV systems currently?</li> <li>2. For those providers, how many unique EVV systems are currently in use?</li> </ol>	<ol style="list-style-type: none"> <li><b>1. There are at least nineteen individually certified provider agencies that have reported using or developing EVV systems.</b></li> <li><b>2. The State is aware of at least eight unique systems currently being used or being developed by providers.</b></li> </ol>
27	SEC. 2.01 Background Information	11		This section states “The three entities named earlier (SDS, HCS, PIU) currently administer and monitor, including but not limited to, Medicaid-funded HCBWS Programs. Each waiver, state plan and targeted population has a specific service package and eligibility criteria. These Divisions serve approximately 3500 Alaskan’s Personal Care Services and Home Health Services.”	<ol style="list-style-type: none"> <li><b>1. Currently there are a total of 2,842 individuals receiving both PCS, PCS/CFC, and HHCS.</b></li> <li><b>2. Currently there are 2,794 individuals receiving PCS and PCS/CFC services.</b></li> </ol>

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				<ol style="list-style-type: none"> <li>1. To be clear, there are currently 3,500 clients (services recipients) on the Alaska personal care service and home health service programs?</li> <li>2. Of this 3,500, how many are on the personal care program that would use EVV as of 1/1/21?</li> <li>3. For the personal care program, what is the average number of visits that a client received per week or per month?</li> </ol> <p>Please share historical data in terms of the number of visits across the personal care and home health services programs that took place in 2019 and/or 2018.</p>	<p><b>3. The Department is unable to provide the number of visits per day, as this data is not currently captured. The average number of service days per month for the PCS and PCS/CFC programs for 2020 are 20.09 days.</b></p> <p><b>The Department is unable to provide the historical number of visits.</b></p> <p><b>However, can provide the average number of days of service per participant per month for the services listed in the RFP as follows:</b></p> <ul style="list-style-type: none"> <li>• PCS 2019: 20.57 days per month</li> <li>• PCS 2018: 21.24 days per month</li> <li>• HHCS 2019: 22.72 days per month</li> <li>• HHCS: 2018: 23.23 days per month</li> </ul>
28	SEC. 3.02 Contract Term and Work Schedule	15	The length of the contract will be from the date of award, approximately August 15, 2020, for approximately three (3) years with two (2) annual renewal options to be exercised at the sole discretion of the State until completion, approximately December 31, 2025 if all optional renewals are exercised.	<p>This section states, “The length of the contract will be from the date of award, approximately August 15, 2020, for approximately three (3) years with two (2) annual renewal options to be exercised at the sole discretion of the State until completion, approximately December 31, 2025 if all optional renewals are exercised.”</p> <ol style="list-style-type: none"> <li>1. Please clarify that the contract term begins on or about August 15, 2020 with the DDI activities that are to complete with Go-Live by January 1, 2021. Also, please verify that 3 years of M&amp;O for the base contract will run from January 2021 through December 2023.</li> </ol>	<p><b>The RFP was late to post and the following are the timeframes for contract terms:</b></p> <p><b>1st year of project will be the date of the award through one contract year (365 days) to include DDI to complete PCS implementation by January 1, 2021, and may include M&amp;O for PCS for the remainder of this contract year.</b></p> <p><b>2nd year of project will include PCS M&amp;O and DDI for HHCS.</b></p> <p><b>3rd year of project may include additional DDI to complete HHCS implementation by January 1, 2023 and M&amp;O for both PCS and HHCS for remainder of this contract year.</b></p>

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				2. Finally, please confirm that if both annual renewal options are exercised, the contract may run through December 31, 2025.	<b>The renewal periods would be annual upon completion of year three and may end December 31, 2025. ***</b>
29	Task 16: Maintenance and Operations	27	1.	<p>Item a) states “The initial DDI will be completed in year one (1) of the initial contract term, and Maintenance &amp; Operations will occur in year two (2) and three (3) of the initial term.”</p> <p>2. Does the State consider DDI for year one to be 2020 only (specifically, August 15, 2020 through December 31, 2020) and then year 2 and year 3 are January 2021 through December 2022?</p> <p>3. Or is DDI in year one go from August 2020 through August 2021, and then the start of M&amp;O so that it runs from September 1, 2021 through August 31, 2022?</p> <p>4. Please clarify with dates what is meant by Year 1, Year 2, and Year 3.</p>	<p><b>1st year of project will be the date of the award through one contract year (365 days) to include DDI to complete PCS implementation by January 1, 2021, and may include M&amp;O for PCS for the remainder of this contract year.</b></p> <p><b>2nd year of project will include PCS M&amp;O and DDI for HHCS.</b></p> <p><b>3rd year of project may include additional DDI to complete HHCS implementation by January 1, 2023 and M&amp;O for both PCS and HHCS for remainder of this contract year.</b></p> <p><b>The renewal periods would be annual upon completion of year three and may end December 31, 2025.</b></p>
30	SEC. 4.07 Demonstrations	36		This section states “If, after evaluation of the other sections of this Request for Proposals, an offeror is deemed reasonably acceptable for award, they will be invited to participate in a demonstration of their solution. Selected offerors will be asked to demonstrate specific functionality	<b>The RFP states that this will be done via Web Ex or similar web based format. The state is not open to on site demonstration.</b>

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				<p>of the system via WebEx or similar web-based format. Demonstrations will be scheduled once proposals have been evaluated..”</p> <p>If local COVID-19 guidelines allow for it, would the state be open to allowing the selected offeror to demonstrate specific functionality on site, with traveling costs being the responsibility of the offeror?</p>	
31	Attachment 11 – EVV Functionality Requirements Matrix	N/A		<ol style="list-style-type: none"> <li>1. For the mandatory requirements tab, if we are responding “yes” to “out of the box/including in this solution” please confirm that a response in the comment column is not necessary.</li> <li>2. Please verify that the lack of a comment in this case would not negatively effect the scoring of the offeror’s response.</li> </ol>	<b>Offerors must provide a comment for each response to explain how their system meet or can be configured to meet requirements.</b>
32	Attachment 11 – EVV Functionality Requirements Matrix	N/A		<ol style="list-style-type: none"> <li>1. For the mandatory requirements tab, if we are responding “yes” to “out of the box/including in this solution” please confirm that a response in the comment column is not necessary.</li> <li>2. Is the State expecting to see comments on all requirements or just ones where it is not out of the box functionality of the offeror’s EVV system?</li> </ol>	<b>Offerors must provide a comment for each response to explain how their system meet or can be configured to meet requirements.</b>
33	Attachment 1 – Offeror’s Checklist	N/A		Please confirm it’s permissible for bidders to provide a completed Attachment 1 – Offeror’s Checklist within our Technical Proposal response document, where the Attachment is formatted with our proposal styles.	<b>No, please submit the Attachment 1 - Offerors Checklist formatted as provided.</b>

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34	Attachment 2 – Alaska Bidder Preference Certification Form	N/A		Please confirm it's permissible for bidders to provide a completed and signed Attachment 2 – Alaska Bidder Preference Certification Form within our Technical Proposal response document.	<b>No, please submit the Attachment 2 – Alaska Bidder Preference Certification Form formatted as provided.</b>
35	Attachment 3 – Cost Proposal Protected	N/A		The title within Attachment 3 – Cost Proposal Protected is noted as Attachment 2. Please provide an updated version for accuracy and consistency.	<b>Updated Attachment 3 – Cost Proposal has been uploaded to the OPN.</b>
36	SEC 4.08 Cost Proposal: Attachment 3 – Cost Proposal Protected	36		Section 4.08 Cost Proposal states “Cost proposals must include an itemized list of all direct and indirect costs associated with the performance of the contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit.”  Attachment 3 only provides for fixed-price costs provided to the State by deliverable (implementation as well as M&O). Please update Section 4.08 to match the instructions for Attachment 3.	<b>These two sections are not contradictory. The fixed costs submitted in Attachment 3 must be inclusive of all possible items listed in SEC 4.08 of the RFP.</b>
37	Attachment 11 – EVV Functionality Requirements Matrix	N/A		<ol style="list-style-type: none"> <li>Where in the Technical Proposal response should offeror's include Attachment 11?</li> <li>To best include with our Technical Proposal (PDF), would the State provide an unprotected version of this attachment (both tabs) so that we could format it with our proposal styles and for print formatting and readability as an inserted table to our Technical Proposal response?</li> </ol>	<b>Please include Attachment 11 as an attachment. It is a fillable form, so please fill out your responses directly within the Excel spreadsheet.</b>

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38	Attachment 1, Offerors Checklist, item #2	1		<p>This questions states <i>“If any offeror fails to comply with a - h of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.”</i> However, only items <i>a - g</i> are identified in this question.</p> <p>Please confirm that this was a typo and that this should read <i>“...fails to comply with a - g of this paragraph,...”</i>. If not a typo, please provide a revised Attachment 1 to include item h.</p>	<b>This is a typo, it should terminate with g.</b>
39	Attachment 1, Offerors Checklist, item #3	2		<p>This question refers to a “signed debarment certification form, included in Section 8: Attachments”, is required with submission.</p> <p>Please provide this form as it is not listed as one of the Attachments in RFP Section 8 or update the instructions for Item #3 in Attachment 1.</p>	<b>The debarment form has been posted to the OPN for completion as Attachment 12 – Certification Regarding Debarment.</b>
40	Attachment 4, Standard Agreement Form for Professional Services	1		<p>Please confirm that this Attachment is not required to be completed and signed at the time of proposal submission but is required upon contract award.</p>	<b>This is confirmed, Attachment 4 is for informational purposes regarding the contract.</b>