



Department of Health and Social Services  
Finance and Management Services  
Grants and Contracts Support Team  
333 Willoughby Ave., Room 760  
Juneau, Alaska 99801

**RFP #210000002**  
**Health Plan Surveys**

**Amendment #3**

**Amendment Issue Date: 09/22/2020**

IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment are to be changed. All other sections of the RFP remain the same. A copy of the amendment is available on the State's Vendor Self Service website.

**This amendment is being issued to amend the following:**

Sec. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than 12:00 pm prevailing Alaska Time on ~~August 20, 2020 September 10, 2020 September 23, 2020~~ **September 29, 2020**

Late proposals or amendments will be disqualified and not opened or accepted for evaluation.

Sec. 1.04 PRIOR EXPERIENCE

In order for offers to be considered responsive, offerors must meet the following minimum prior experience requirements. Please ensure start and end dates (month and year) are indicated, and that experience is detailed sufficiently to ensure verification of all aspects of the minimums below.

In order for offers to be considered responsive offerors must provide evidence that they meet these minimum prior experience requirements:

1. Must provide proof that Offeror is on the National Committee for Quality Assurance (NCQA) certified HEDIS survey vendor list – <http://www.ncqa.org/tabid/170/Default.aspx> - administer the survey according to HEDIS protocols and adhere to CAHPS 5.0H measure specifications; before proposal due date.
2. Provide in writing evidence of having a successful working relationship with Alaskan **or another states'** medical practices enrolled in ~~Alaska~~ Medicaid and ~~a the Alaska~~ Medicaid Agency in conducting the CAHPS Patient Centered Medical Home (PCMH) Clinic & Group (C&G) Survey.

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and rejected.

Sec. 1.12 RFP SCHEDULE

The RFP schedule set out herein represents the State of Alaska's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted by the same number of days. All times are Alaska Standard Time (AKST).

- Issue RFP on July 30, 2020
- Deadline for receipt of questions on ~~August 10, 2020, August 28, 2020~~ **September 14, 2020** 12:00 Noon
- Deadline for receipt of proposals on ~~August 20, 2020, September 10, 2020, September 23, 2020~~ **September 29, 2020** 12:00 Noon
- Proposal Evaluation Committee complete evaluation by ~~August 31, 2020 September 18, 2020 September 30, 2020~~ **October 8, 2020**
- State of Alaska issues Notice of Intent to Award a Contract by ~~September 2, 2020, September 21, 2020 October 2, 2020~~ **October 9, 2020**
- State of Alaska issues contract award by ~~September 15, 2020 October 1, 2020~~ **October 20, 2020**
- Contract begins ~~September 15, 2020 October 1, 2020 October 16, 2020~~ **November 1, 2020**

This RFP does not, by itself, obligate the State. The State's obligation will commence when the contract is approved by the Commissioner of the Department of Health and Social Services, or the Commissioner's designee. Upon written notice to the contractor, the State may set a different starting date for the contract.

The State will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the State.

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