

RFP 2025-1600-0118-1625-028 - HEALTH PLAN SURVEYS
STATE OF ALASKA
Department of Health (DOH)
Division of Health Care Services (HCS)
AMD#1 - October 17, 2024

Q#	Document / Section	Subsection	Page / Row	Question
1	RFP Section 3. Scope of Work and Contract Information	SEC. 3.01 Scope of Work	8	Is there any flexibility in the timeline as long as the vendor meets the AHRQ CAHPS database submission deadline?
Response: Yes. Vendors can propose their own time line. The June database submission deadline is non-negotiable				
2	RFP Section 3. Scope of Work and Contract Information	SEC. 3.02 Deliverables	8	Does the state anticipate hard copies of the reports being needed?
Response: No. As long as electronic pdf versions are available for download.				
3	RFP Section 3. Scope of Work and Contract Information	SEC. 3.02 Deliverables	8	Which languages does the vendor need to make the survey available?
Response: RFP specifies English and Spanish.				
4	RFP Section 4. Proposal Format and Content	SEC. 4.01 RFP Submittal Forms	13	Section 4.01 indicates that Offerors shall not "edit the format structure of the forms unless permitted to do so." May the Offeror submit Submittal Forms A-F as a single combined PDF document?
Response: Yes, Submittal Forms A-F may be submitted as a single file. Please ensure the maximum page limits per submittal form is followed (reference Section 4.02).				
5	RFP Section 4. Proposal Format and Content	SEC. 4.02 Special Formatting Requirements	13	The RFP indicates that some Submittal Forms must not contain any names that can be used to identify the Offeror (e.g., company name, personnel names, project names, etc.) Please indicate which forms should be anonymous and not contain identifiable information.
Response: Section 4.02 Anonymity paragraph is removed. This RFP will not be anonymous.				
6	RFP Section 4. Proposal Format and Content	SEC. 4.03 Offeror Information and Certifications (Submittal Form A)	14	Section 4.03 (g) includes "Alaska preference qualifications" and indicates "An offeror's failure to provide this information may cause the proposal to be determined to (be) nonresponsive and rejected;" however, Attachment 1, page 3, indicates that the Alaska Bidder Preference Certification Form is to be completed "if you wish to claim any Alaska Preferences". If an Offeror does not believe its firm qualifies for the Alaska Bidder Preferences, please confirm an Offeror does not need to complete the Alaska Bidder Preference Certification form.
Response: This form must be completed and submitted with proposal.				
7	RFP Section 6. General Process and Legal Information	SEC. 6.02 Alaska Business License and Other Required Licenses	23	Please confirm that if an Offeror is not claiming the Alaska Bidder Preference, they are not required to submit a copy of their Alaska Business License.
Response: An Alaska Business License is required if the awarded contractor sets foot in Alaska to perform services associated with the resultant contract. If the awarded contractor does not need to perform any portion of the work within Alaska, an Alaska Business License will not be required.				
8	Attachment 1	Federal Requirements	3	Please provide examples of "federal requirements that apply to the proposal, proposal evaluation, or contract."
Response: The submittal form is revised and "Federal Requirements" section is removed from Submittal Form A, Page 3.				
9	Attachment 1	Submittal Form F	11	Form F states that offeror's must provide proof that they are on the NCQA HEDIS survey vendor list https://www.ncqa.org/programs/data-and-information-technology/hit-and-data-certification/cahps-5-1h-survey-certification/vendor-directory/ . Would a screen shot of the Offeror's name from the NCQA HEDIS survey vendor directory meet this requirement? If not, what other form of proof should be provided (e.g., HEDIS survey vendor certificate, or HEDIS survey vendor seal)?
Response: This will meet the requirement.				
10	Section 3. Scope of Work & Contract Information	SEC. 3.08 Subcontractors	9	Section 3.08 indicates that no subcontractors can be used; however, virtually all NCQA Certified HEDIS Survey Vendors utilize subcontractors for components of the survey administration process (e.g., printing and mailing materials). NCQA allows the use of subcontractors by NCQA Certified HEDIS Survey Vendors and NCQA includes an assessment of each survey vendors subcontractors during its oversight and certification activities. Please confirm that an NCQA Certified HEDIS Survey Vendor can use subcontractors that were approved by NCQA for this opportunity.
Response: Section 3.08 has been revised to allow subcontractors, and the corresponding Submittal Form H is added for this purpose.				
11	General	N/A	N/A	Are CAHPS surveys currently being conducted, and if so, who is the incumbent for this work?
Response: We have been conducting CAHPS surveys for several years. Our last vendor was Press Ganey.				
12	Section 1. Introduction & Instructions	SEC. 1.06 Questions Prior to Deadline for Receipt of Proposals	4	Section 1.06 indicates questions are due at least 10 days before the deadline for receipt of proposals, which would be 10/13/2024; however, Section 1.11 RFP Schedule, includes a deadline to submit questions date of 10/16/2024. Please confirm the date and time questions are due to the procurement officer.
Response: Sections 1.06 and 1.11 are revised to reflect question deadline of October 21, 2024.				