

STATE OF ALASKA REQUEST FOR PROPOSALS



ALASKA ELECTRONIC SERVICE AUTHORIZATION SOLUTION AND SUPPORTING SERVICES

REQUEST FOR PROPOSALS (RFP) 2026-1600-0073

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ISSUED BY:

DEPARTMENT OF HEALTH
DIVISION OF HEALTH CARE SERVICES

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OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.

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SECTION 1. INTRODUCTION & INSTRUCTIONS

SEC. 1.01 PURPOSE OF THE RFP

The Alaska Department of Health (DOH), Division of Health Care Services (HCS), Division of Behavioral Health (DBH), and the Division of Senior and Disabilities Services (SDS) are soliciting proposals from a software and services vendor (offeror) to implement and support a modern Service Authorization (SA) program. DOH seeks an offeror who can implement a completely hosted software solution that includes robust privacy and security controls to manage all aspects of the program using the offeror's software, call center, and clinical and administrative staff members.

The successful offeror will integrate their standalone SA solution module with the existing Medicaid Management Information System (MMIS) using a wide range of interfaces. Potential information exchange methods include secure file transfer protocols (sFTP, FTPs/SSH2), Application Programming Interfaces (APIs), American National Standards Institute (ANSI) X-12 transactions, or other state-approved data exchanges. Offerors will be required to facilitate timely exchange of data to support an SA experience that is secure, cost effective and clinically sound.

The state intends to procure software and services to support the goals and objectives required in the [CMS Interoperability and Prior Authorization Final Rule \(CMS-0057-F\)](#) to enhance health information exchange, streamline service authorization processes, and facilitate timely coverage decisions based on recent information.

The high-level scope of this procurement includes:

- Implementation, configuration, testing, maintenance and hosting of a Service Authorization solution, preferably either Commercial off the Shelf software (COTS) or Software as a Service (SaaS) models.
 - Configurable rules engine that offers HCS flexibility to automate as many decisions as possible
 - Direct data entry (DDE) of service authorization requests
 - Ability for users to track the status of service authorizations during the review and approval process
- Workflow Management solution
 - Routes SA requests to the appropriate team/person for review
 - Data/process integration that minimizes duplicate efforts such as rekeying
- Service Authorization Support Services, including but not limited to:
 - Service Authorization decisioning
 - Clinical reviews and development of clinical criteria
 - Service Authorization reporting
 - Call Center support for members and providers
 - Contact Management for all SA activities
- Program management
 - CMS initial certification and on-going reporting
 - Initial and continuing compliance with all security and privacy requirements
 - End to end documentation of SAs processing and clinical decision making, both initial creation and ongoing documentation maintenance

The state anticipates adding future scope to include enhanced Utilization Management support services. For additional details see Sec. 3.12 Contract Changes – Anticipated Amendments.

SEC. 1.02 PRIORITIZED AUTOMATION APPROACH

To better manage risks associated with significant solution and process changes, the state plans to prioritize Service Authorization (SA) automatic decisioning and supporting processes. The state anticipates the automation of key areas within SA type Transportation & Accommodation (Non-Emergent) during design, development, and implementation (DDI), will provide significant operational efficiencies over current processes. Additional automation for other authorization types is anticipated to occur during operation and maintenance to realize further efficiencies within the program. The state will work with the successful offeror to discuss the overall approach to manual and automatic decisioning within the program to help inform the planning phase of the project, including the potential use of artificial intelligence (AI) to review SAs and claim payment history to inform other aspects of the program to streamline.

SEC. 1.03 BUDGET

The state is not publishing a budget for this RFP. However, the state expects offerors to be acutely aware of the state's budget situation and to be as competitive as possible with their cost proposal.

Payment for the initial contract term, as well as for the renewal terms, is subject to funds that have already been appropriated and identified. The exercise of any optional renewal term is at the sole discretion of the state and is contingent upon continued legislative appropriation and federal funding. There is no minimum or maximum amount of work guaranteed under this contract; the volume of work will be determined by DOH based on its needs and available funding.

SEC. 1.04 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than 2:00 PM prevailing Alaska Time on February 20, 2026. Late proposals or amendments will be disqualified and not opened or accepted for evaluation.

SEC. 1.05 MANDATORY REQUIREMENTS

To be considered responsive for this RFP, an offeror must meet the mandatory requirements that are provided in **Attachment 1 – Submittal Forms A – D, Submittal Form C – Mandatory Requirements**. Failure to meet all these requirements will result in immediate disqualification, and the proposal will be rejected.

SEC. 1.06 REQUIRED REVIEW

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material should be made in writing and received by the procurement officer at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective proposal and exposure of offeror's proposals upon which award could not be made.

SEC. 1.07 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS

All questions must be in writing and directed to the procurement officer at least ten days before the deadline for receipt of proposals. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make that decision.

SEC. 1.08 RETURN INSTRUCTIONS

Offerors must submit their proposals via email. The technical proposal and cost proposal must be saved as separate documents and emailed to doh.procurement.proposals@alaska.gov as separate, clearly labeled attachments. The email must contain the RFP number in the subject line.

The maximum size of a single email (including all text and attachments) that can be received by the state is 50 megabytes. If the email containing the proposal exceeds this size, the proposal must be sent in multiple emails that are each less than 50 megabytes.

Please note that email transmission is not instantaneous. Like sending a hard copy proposal, if you are emailing your proposal, the state recommends sending it ahead of time to ensure the email is delivered by the deadline for receipt of proposals.

It is the offeror's responsibility to contact the above email address to confirm that the proposal has been received. The state is not responsible for unreadable, corrupt, or missing attachments.

SEC. 1.09 ASSISTANCE TO OFFERORS WITH A DISABILITY

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the procurement officer no later than ten days prior to the deadline for receipt of proposals.

SEC. 1.10 AMENDMENTS TO PROPOSALS

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

SEC. 1.11 AMENDMENTS TO THE RFP

If an amendment is issued before the deadline for receipt of proposals, it will be provided to all who were notified of the RFP and to those who have registered with the procurement officer after receiving the RFP from the State of Alaska Online Public Notice website.

After receiving receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted because of receiving new or amended proposals.

SEC. 1.12 RFP SCHEDULE

Table 1: RFP Schedule represents the state's best estimate of the schedule that will be followed from the RFP release date through contract start. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted accordingly. All times are Alaska Standard Time.

TABLE 1:RFP SCHEDULE

ACTIVITY	TIME	DATE
Issue Date / RFP Released		December 8, 2025
Pre-proposal Teleconference	10:00 am	December 19, 2025
Deadline to Submit Questions		February 10, 2026
Deadline for Receipt of Proposals / Proposal Due Date	2:00 pm	February 20, 2026
Proposal Evaluations Start		Week of February 23, 2026
Interviews Complete		Week of March 16, 2026
Notice of Intent to Award		Week of March 16, 2026
Request for CMS Approval Sent		Week of March 30, 2026
Contract Issued for Review and Signature		June 2026
Contract Start Date		June 2026

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, or the Commissioner's designee. Upon written notice to the offeror, the state may set a different starting date for the contract. The state will not be responsible for any work done by the offeror, even work done in good faith, if it occurs prior to the contract start date set by the state.

Failure to submit the Intent to Propose/NDA documents to the procurement officer will result in the inability to submit a proposal or have access to data that can be used to better understand the scope of the project.

SEC. 1.13 PRE-PROPOSAL TELECONFERENCE

A pre-proposal teleconference will be held at 10:00 am, Alaska Time, on December 19, 2025, via MS Teams conference call. Attendance is not mandatory but is strongly encouraged. The purpose of the teleconference is for the state to discuss the work to be performed with the prospective offerors and allow them to ask questions concerning the RFP. Questions that can be answered by directing the offeror to a section of the RFP will be answered during the teleconference. **All other questions must be submitted to the procurement officer via email.** A question-and-answer amendment will be issued as soon as possible after the teleconference.

Offerors who wish to attend must request the meeting link by sending an email with the subject line: **RFP 2026-1600-0073 Request for Pre-Proposal Teleconference Link** to: doh.procurement.proposals@alaska.gov.

The request must include:

- Offeror's organization name
- Name, title, and email address of each representative that will attend

Upon receipt, the procurement officer will provide the meeting link and access instructions. Requests for the meeting link must be submitted no later than 4:30 pm, Alaska Time, on December 18, 2025.

SEC. 1.14 ALTERNATE PROPOSALS

Offerors may only submit one proposal for evaluation. In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

SEC. 1.15 NEWS RELEASES

News releases related to this RFP will not be made without prior approval of the project director.

SECTION 2. BACKGROUND INFORMATION

SEC. 2.01 BACKGROUND INFORMATION

DOH serves as the single state agency responsible for the administration of the Medical Assistance (Medicaid) program. HCS administers the medical, dental, and pharmacy aspects of the Alaska Medicaid program. SDS administers the long-term care, home and community-based waiver, and personal care aspects of the Alaska Medicaid program. DBH administers the behavioral health aspects of the Alaska Medicaid program.

HCS oversees Alaska's Medicaid claims processing through the MMIS. The MMIS adjudicates medical, dental, long-term care, home and community-based waiver, personal care, and behavioral health claims. Service Authorizations for some of those services are currently entered into the MMIS by reviewers.

For purposes of this RFP, Service Authorization (SA) refers to the tool or mechanism used to authorize services that meet criteria driven by state and/or federal policies that require authorization for a procedure, device, or other medical service to be obtained prior to obtaining the service (or compensation for the services after rendering). Stakeholders experience diverse payer policies, provider workflow challenges, and technical barriers in the current solution that is a source of burden for patients, providers, and payers and introduces potential health risk for patients when it delays their care.

In Fiscal Year (FY) 2024, Alaska's Medicaid program had annual expenditures of over \$2 billion in state and federal funds and served more than 250,000 Medicaid eligible Alaska residents. The MMIS integrates provider, member, service authorization, and third-party liability (TPL) data to make an automated payment determination on claims submitted by providers and trading partners. Alaska processes approximately 110,000 service authorizations per year and is supported by two vendors to complete SA decisioning. There are currently separate vendors each for MMIS support, fiscal agent services, and utilization management. Service authorizations currently managed by the fiscal agent vendor will be transitioned under this contract. If additional service authorizations are added to this scope of work at a later date, a contract amendment will be negotiated with the selected vendor.

Existing service authorization criteria and processing information is limited and, in some cases, outdated.

The current SA process is primarily manual, and form based. HCS intends to develop processes and procedures with the successful offeror to fully automate Transportation & Accommodation (Non-Emergent) SAs during design, development, and implementation (DDI) phase. For the purposes of bidding and estimating work, offerors should include effort related to automating these Transportation & Accommodation SAs and ensure suitable levels of clinical and non-clinical staff members to process all other SA types.

While the state has 15 SA types currently decided by the fiscal agent vendor, it anticipates that more than half of all Transportation & Accommodation SAs will be prioritized for automation through collaboration with the successful offeror prior to go-live. See Attachment 2 – Submittal Form E – Cost Proposal for details and volumes for manually and automatically determined SA counts. HCS envisions a future system with highly automated processes that will require fewer operational staff and will result in reduced operational costs. HCS has developed a shared incentive calculated as part of the cost proposal total as outlined in Sec. 4.07.

HCS desires to transition from a manual SA processing environment to a more automated service model. HCS will collaborate with the successful offeror during the Negotiation Period to develop and memorialize a strategy to review, prioritize, and develop plans to automate additional SA types where it makes clinical and financial sense to do so. HCS has included a base set of hours to support automation efforts during DDI above and beyond

Transportation and Accommodation SAs. Table 2: Service Authorization Counts FY 2024 – 2025 provides the number of fiscal agent managed SAs processed during FYs 2024 and 2025.

TABLE 2: SERVICE AUTHORIZATION COUNTS FY 2024 – 2025

SA Type	FY 2024			FY 2025		
	Approved	Denied	Total	Approved	Denied	Total
Transportation & Accommodation (Non-Emergent)	73,114	1,359	74,473	75,678	1,862	77,540
Transportation (Emergent)	31	3	34	47	4	51
Professional	809	80	889	1,318	239	1,557
Inpatient Hospital—FAS	241	12	253	231	12	243
Dental	12,003	517	12,520	12,003	314	12,317
Durable Medical Equipment/Medical Supplies	6,222	584	6,806	5,647	764	6,411
Vision	680	83	763	907	134	1,041
Home Health Service	651	6	657	701	41	742
Home Infusion Therapy	328	8	336	373	12	385
Prosthetics & Orthotics	27	6	33	33	5	38
Hearing Aids & Hearing Aid Supplies	1,316	122	1,438	1,550	107	1,657
Behavioral Health*	N/A	N/A	0	N/A	N/A	1,250
Hospice	211	3	214	171	19	190
Private Duty Nursing	142	1	143	169	1	170
Enhanced Adult Dental Service	3,508	607	4,115	3,200	375	3,575
Total	99,283	3,391	102,674	102,029	3,889	107,167

*The behavioral health SAs have high-level information available and are currently limited to substance abuse disorder (SUD) residential services and select 1115 waiver behavioral health services. The estimated number of behavioral health service authorizations is 1,250 per year.

SEC. 2.02 STRENGTHS AND OPPORTUNITIES

(a) STRENGTHS

The state is very engaged in the Service Authorization (SA) program and continually seeks to improve their program. The following are examples of the state SA program strengths:

- The current SA solution supports a robust array of service authorization types to meet the needs of the Alaska Medicaid Fee-for-Service Program.
- The state has a well-informed and involved provider community.
- There is a strong team of state subject matter experts and business/program leaders.
- The state leadership is engaged/committed to meeting and exceeding federal guidelines and best practices.
- The state is committed to future development and modernization of the Medicaid program and overall Medicaid enterprise.

(b) OPPORTUNITIES

HCS is looking to address several opportunities for improvement and is seeking an offeror who will:

- Reduce provider burden
- Reduce administrative burden associated with service authorizations
- Improve healthcare outcomes for members
- Partner with HCS to provide high-quality and experienced staff members to assist in the management and operation of the Alaska Medicaid service authorization program
- Provide a clear and concise plan to address operational challenges
- Provide staff members who are knowledgeable in healthcare analytics and are capable of developing ad hoc reports and queries to support operations and process improvements
- Develop, implement, and maintain training plans to ensure all aspects of training are completed on time, are engaging and informative for respective project stakeholders (HCS, offeror staff members, providers, and other approved users)
- Provide a comprehensive provider training approach and experience (remote training sessions, on-line, and pre-recorded sessions among others; in-person training is not required)
- Provide improved provider and member call center experience with scripted answers, workflow management and contact tracking tools, and defined quality assurance measures
- Provide a robust service authorization process that meets agreed upon decisioning timelines, adheres to federal and state requirements, and includes updates on decisioning and/or processing status and any backlog

SEC. 2.03 EXISTING CHALLENGES

In addition to the challenges indicated in Sec. 2.02 Strengths and Opportunities, offerors should be aware of these Alaska-specific challenges:

- Various regions are experiencing workforce shortages due to Alaska’s growing health care industries
- HCS is operating under budget constraints resulting from reductions in overall state revenues
- Manual processing and inefficient workstreams exist in the current solution
- Manual and labor-intensive data sharing and interfaces that are functional, but dated
- Technology constraints such as lack of internet cause accessibility challenges for Alaska providers and members, particularly in remote areas of the state
- Remotely located members may not have easy access to a road system and rely on alternative transportation (e.g., airplane, charter, boat) which can complicate travel services coordination
- Weather can impede travel services for members living in remote areas
- Complex medical care can require out-of-state transportation and services

SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION

SEC. 3.01 SCOPE OF WORK AND DELIVERABLES

This section of the RFP contains the details about the Scope of Work for this project. The offeror must provide the following services and deliverables as part of the scope of the project:

(a) STAFFING

Offerors should review and use each applicable functional area outlined in Attachment 3 – Requirements Traceability Matrix (RTM), their knowledge of SA functions and the information provided throughout this RFP to develop a comprehensive approach to staffing and technical service support. Offerors are expected to fully support the SA solution and related processes by providing knowledgeable staff and a reliable modern technical infrastructure, in a manner that meets or exceeds the RFP requirements, CMS and state outcomes and service level agreements (SLAs) as outlined in Attachment 5 - Service Level Agreements. These SLAs will become part of the finalized contract.

The staffing necessary for the SA solution and support must be incorporated into the offeror's cost proposal rates. Offerors must not include staffing rates or costs within the Technical Proposal. Costs shall only be included as part of Attachment 2 – Submittal Form E– Cost Proposal.

(I) KEY PERSONNEL

The state has identified certain key personnel the offeror must propose for the project, as listed in Table 3: Key Personnel. Offerors should use their technical knowledge of the SA solution and the scope of this RFP to develop an organizational chart that includes the key personnel listed below and all supporting roles. Positions should be denoted as full-time or shared. The offeror must identify those individuals they are proposing to fill the critical roles and the percentage of time they will be dedicated to this project. An organizational chart shall be included as part of this Attachment 1 – Submittal Forms A – D, Submittal Form B, Part 2. The organizational chart should clearly delineate key personnel for the initial DDI phase and the technical support/ service authorization support phase.

Key personnel may not be replaced without state approval. At least two weeks of notice will be provided to the state prior to the removal or replacement of any key positions. The offeror must provide resumes of the individual(s) proposed to replace the key positions upon request by the state. The state may request the offeror replace key positions within an agreed upon time frame.

The offeror acknowledges that the state reserves the right to interview, approve, reject, or remove any staff proposed or later assigned to the project. In all circumstances, key personnel shall be replaced only with people of equal or greater ability and qualifications.

The key personnel identified do not preclude the offeror's general responsibility to ensure adequate staffing for the ongoing support of the SA solution.

The offeror must provide adequate staffing levels throughout the life of the contract. In making this determination, the state will evaluate whether the offeror is meeting deliverable dates, service level agreements and quality standards without significant rework or revision. If contractual requirements, CMS outcomes, SLAs, quality assurance or other performance standards are not met due to staffing levels then the offeror must submit a corrective action plan (CAP). See Attachment 5 – Service Level Agreements for more information about CAPs.

Offerors must include any proposed additional staffing to bring the contract into compliance with the CAP without additional cost to the state.

TABLE 3: KEY PERSONNEL

Position	Responsibilities	Required Qualifications
Account Manager	The offeror must propose an account manager that will represent and oversee all contractual aspects of the project. The proposed Account Manager is expected to remain dedicated to the project throughout the contract term. This individual shall be authorized to negotiate contract terms and conditions, shall serve as the focal and contact point for all day-to-day contractual matters relating to the execution of the project contract. This resource shall have the contractual authority to make decisions that are binding on the offeror.	<p>BA or BS in related field or five (5) years of equivalent work experience</p> <p>Minimum of ten (10) years of contract management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in scope to this project</p> <p>Institutional knowledge of federal regulations surrounding utilization management and service authorization</p> <p>Excellent verbal and written communication skills</p>
Project Manager	The offeror must designate a Project Manager to manage the implementation and oversee the project throughout Design, Development and Implementation (DDI) until Centers for Medicare & Medicaid Services (CMS) Certification is achieved.	<p>5 years of experience in managing the design, development and implementation of complex projects for Medicaid or other large healthcare payer</p> <p>Certified Project Management Professional (PMP)</p> <p>BS or BA or equivalent work experience</p>
Technical Systems Manager	The offeror must propose a Technical Systems Manager who shall remain assigned to the project throughout the contract term that includes design, development, implementation (DDI) and operations. This key technical position resource shall be able to facilitate discussions between technical and non-technical resources. The Technical Systems Manager shall ensure that the system is developed in accordance with	<p>Five (5) years of experience as a Technical Systems Manager or developer of Utilization Management (UM) or Medicaid Enterprise Solution software</p> <p>Detailed understanding of all technologies and technical approaches used within the solution</p> <p>BS in Computer Science or related field</p>

Position	Responsibilities	Required Qualifications
	<p>the Agency’s requirements and be aligned with best practices.</p>	
<p>Certification Lead</p>	<p>The offeror must propose a designated Certification Lead to coordinate all CMS certification activities including but not limited to gathering and coordinating certification evidence and presentations.</p>	<p>Minimum of three (3) years of experience certifying systems against industry standards for projects similar in size and scope to this project.</p> <p>In-depth understanding of the most current Centers for Medicare & Medicaid Services (CMS) certification guidance</p> <p>Ability to manage and adjust to changing CMS certification guidance to ensure the state adheres to CMS certification policies and procedures</p> <p>Strong understanding of outcomes and metrics development and tracking</p>
<p>Medical Policy Manager</p>	<p>The offeror must propose a Medical Policy Manager who shall be the main point of contact for proper configuration of the solution and integration of SAs from other vendors. The Medical Policy Manager shall monitor all cap limits or medical review triggers for administrative review by the offeror, or referral for medical review to the state's Utilization Management (UM) offerors.</p>	<p>Certified Coding Specialist from American Health Information Management Association (AHIMA), or an equivalent certification <u>with</u> two (2) years of applicable coding experience. CPC-A will not be considered equivalent.</p> <p>Five (5) years of experience in developing and managing medical and/or Utilization Management (UM) policy for state Medicaid Agencies or Medicare</p> <p>Knowledgeable about Centers for Medicare & Medicaid Services (CMS) procedure and diagnostic codes including dental/Current Dental Terminology (CDT)</p> <p>BA or BS in related field</p>

Position	Responsibilities	Required Qualifications
<p>Dental Consultant</p>	<p>The offeror must provide a licensed D.D.S or D.M.D. for a minimum of four (4) hours per week. The Dental Consultant provides oversight and guidance related to applying state clinical criteria to the SA program. The Dental Consultant shall oversee medical policy related to the dental SA activities. The Dental Consultant shall work closely with the state Medicaid medical director.</p>	<p>D.D.S or D.M.D state license in good standing (licensed in the state practicing from at a minimum)</p> <p>Five (5) years of experience in utilization management (UM), service authorization (SA), or other clinical review process for Medicaid or other large healthcare payer</p>
<p>Operations Manager</p>	<p>The offeror must provide an Operations Manager who oversees ongoing maintenance and operations.</p>	<p>BA or BS in related field or equivalent work experience</p> <p>Minimum of five (5) years' operations management experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for a project similar in scope to this project</p> <p>Institutional knowledge of federal regulations surrounding utilization management and service authorization</p> <p>Excellent verbal and written communication skills</p>
<p>Quality Assurance Manager</p>	<p>The offeror must provide a Quality Assurance Manager who is responsible for overseeing the quality and veracity of Service Authorization program. Decisioning, Conducting internal reviews to performance monitoring of the program,</p>	<p>BA or BS in related field</p> <p>Minimum of five (5) years' experience in healthcare, preferably with service authorization/prior authorization experience</p> <p>Knowledge of NCQA, URAC and CMS frameworks for quality standards</p> <p>Excellent verbal and written communication skills</p>

Position	Responsibilities	Required Qualifications
<p>Service Authorization Call Center Manager</p>	<p>The offeror must provide a Service Authorization Call Center Manager who will be the main point of contact for all Call Center and Customer Contact activities during the Operations and Maintenance period of the contract. This position shall have oversight of the Call Center, Field Representatives and Trainers.</p>	<p>Excellent verbal and written communication skills</p> <p>Five (5) years prior experience in public sector healthcare system call center management</p> <p>Institutional knowledge of contact management and workflow management tools</p> <p>BA or BS in related field or equivalent work experience</p>
<p>Lead Nurse Reviewer</p>	<p>The offeror must provide a full-time Lead Nurse reviewer who will work with other SA nurses to ensure the appropriate, effective, and cost-efficient use of healthcare services for Medicaid beneficiaries. The SA Lead Nurse Reviewer evaluates service authorization requests for medical services to ensure they meet the criteria for medical necessity.</p>	<p>Licensed registered nurse (RN) in good standing in Alaska</p> <p>5 years of experience in utilization management (UM), service authorization (SA), or other clinical review process for Medicaid or other large healthcare payer.</p> <p>Preferred: BSN</p>

(II) RESUMES

The offeror is required to submit resumes for all key personnel with their proposal. The exceptions to this are the Dental Consultant and SA Nurse Reviewers. The state understands that these positions may not be filled at the time of offeror’s proposal. During the RFP evaluation phase, the state may interview the offeror’s proposed account manager, project manager, technical systems manager, medical policy manager, operations manager, and quality assurance manager. Offerors should refer to Section 4 Proposal Format and Content and Attachment 1 – Submittal Forms A – D for specific instructions about the information to be included with the proposal.

Each resume must show employment history for relevant or related experience, educational qualifications, and names of employers. A suggested format for resumes is presented below. Resumes must be limited to no more than two (2) pages for each resume:

- (1) **Identification Information:** Provide the name and current position of the proposed person.
- (2) **Education:** Provide information about the educational background of the person proposed.
- (3) **Experience:** Provide a short description of the experience of the person,

including job titles, major responsibilities, and number of years in most recent to least recent order. Highlight relevant experience that demonstrates the person meets or exceeds minimum requirements for the position. Specifically describe management level experience by staff or project type managed, responsibilities, and number of years as a manager, if applicable.

- (4) **Qualifications for Proposed Position:** List of the specific activities the proposed person will perform during each phase of the Alaska project. For each activity, list prior positions/ contracts in which the proposed person has performed these or related activities, whether it was a Utilization Management, Service Authorization or MMIS project, and indicate the position held and the name of the employer. Also indicate the dates during which the employee held the position indicated.
- (5) **Employment Evidence:** Include a statement or other evidence of employment or commitment to join the offeror's (or subcontractor's) organization.

(III) OTHER ROLES AND RESPONSIBILITIES

In addition to key personnel, offerors must define and identify all other roles and responsibilities needed to provide ongoing SA support, as well as include these staff members in the organizational chart provided.

(b) ATTACHMENT 3 – REQUIREMENTS TRACEABILITY MATRIX (RTM)

DOH categorized requirements in the RTM into eight (8) categories that are described below. Offerors must complete Attachment 3 and submit with their proposal. If the offeror selects “No” in Column D for any requirement, then they should use Column E to provide a brief (no more than 100 words) explanation why the requirement cannot be met. Otherwise, Column E should be left blank.

General Service Authorization Functions

The General Service Authorization (SA) functions category addresses core system capabilities for managing service authorization requests. Key components of the general SA functions are the SA solution and workflow management tools. This includes functionality to receive, track, store, retrieve, and manage service authorization submissions throughout their life cycle. Requirements include support for different service authorization request types, submission methods (electronic, paper, fax), interfacing with other vendors and compliance with federal and state regulations for timeliness and documentation.

Service Authorization Decisioning

These requirements relate to the system's ability to evaluate service authorization requests against defined clinical and policy criteria. These requirements include automation capabilities; support for manual reviews, including clinical reviews where appropriate; generation and notification of determinations.

Reporting

One primary component of this section is the dashboarding solution. The reporting requirements category also includes the ability to generate, schedule, and export reports related to service authorizations, timeliness, and performance metrics. Reports may be scheduled or produced to support internal management, compliance monitoring, CMS reporting, or operational analytics.

Call Center

Call center requirements apply to the hosting and operation of a call center that provides bi-directional live support to providers and members regarding service authorization status, processes, and general inquiries. This includes staffing, hours of operation, and service level agreement (SLA) metrics.

Quality Assurance

Quality assurance requirements ensure that the offeror maintains high standards for service delivery and system performance. This includes internal audits, accuracy reviews, monitoring of call center interactions, and continuous improvement activities.

Administration, Documentation, and Training

Requirements in this category ensure the offeror provides comprehensive operational support for the effective delivery and maintenance of services. This includes administrative functions such as compliance with state policies and procedures and maintaining documentation. These requirements also define the offeror's responsibility for developing and maintaining system manuals, business processes, and user guides to support transparency, training, and knowledge transfer. These requirements also cover the design and delivery of training programs for stakeholders (e.g., providers, the state, and offeror staff), including initial onboarding and training aligned with system updates or policy changes.

Project and Contract Management

Requirements in this category ensure effective management by the offeror of both the execution of project activities and compliance with contractual obligations. This includes applying formal project management practices to planning, tracking and reporting on project progress, managing risks and issues, and coordinating with stakeholders to meet defined goals and timelines. These requirements also indicate the offeror's responsibility to adhere to contract terms, including timely delivery of the required solution and/or services, adherence to performance standards and SLAs, and collaboration with state contract managers on monitoring, reporting, and potential contract modifications.

CMS Certification

Requirements in this category ensure the offeror supports the state in achieving and maintaining Centers for Medicare & Medicaid Services (CMS) certification for the solution, in accordance with federal guidelines and the most current CMS certification guidance. This Certification is expected to be a Streamlined Modular Certification (SMC) and will include the offeror developing documentation, artifacts, testing, live system demonstrations, and participation in required reviews with CMS. The offeror must collaborate with the state to ensure alignment with CMS expectations, address any findings, and contribute to the development of required certification artifacts. For more information about CMS Certification requirements and activities visit [MES Certification Repository](#).

CMS and the state identified outcomes that apply to this RFP, and they are listed in Attachment 8-Intake form.

(c) DELIVERABLES DICTIONARY

Table 4: Deliverables Dictionary lists deliverables the offeror must provide to the state and the minimum content requirements related to each deliverable. Offerors should closely review when initial submissions are due, including with the response to this RFP. Initial deliverables submitted as part of the offeror's Technical Proposal

will not be scored. Deliverables may be used to inform interview questions or Negotiation Period discussions. For deliverables due with the proposal submission, file names should include the ID and Deliverable name.

TABLE 4: DELIVERABLES DICTIONARY

ID	Deliverable Name	Minimum Deliverable Requirements	Submission Requirements	Update Frequency
D01	Resource Management and Staffing Plan	Provides the offeror’s approach to resource management and staffing, including organization charts and key personnel and all other operational and support staff as described in this RFP.	Initial draft due with proposal submission.	Updates shall be made upon the state’s request.
D02	Project Schedule	Provides a detailed task-by-task schedule of activities to be completed during the DDI, stabilization, and Certification phase of the project. The Project Schedule must identify start and end dates, durations, work estimates, resources, predecessors, and successors for each task, deliverable, and milestone.	Initial submission due with proposal submission. Updated submission within 60 days of contract execution.	Updates shall be made upon the state’s request. Weekly or biweekly updates are expected during DDI.
D03	Disaster Recovery and Business Continuity Plan	Provides the offeror’s approach to working collaboratively with the MMIS vendors and the Agency in the event of a disaster; as well as the offeror’s approach to collaboration and detailed restoration processes/steps.	Final submission within 120 days of contract execution.	Updates shall be made upon the state’s request.
D04	Change Management Plan	Provide the offeror’s approach to conduct change management activities, roles, tools, and processes used to manage and control change throughout the life of the project.	Final submission within 30 days of contract execution.	Updates shall be made upon the state’s request.
D05	Risk and Issue Management Plan	Provides the offeror’s approach to report and manage operational risk, and must contain the following elements: <ul style="list-style-type: none"> • Risk management tools • Roles and responsibilities • Criticality and probability measures • Escalation measures and mitigation techniques 	Initial submission due with proposal submission. Final submission within 60 days of contract execution.	Updates shall be made upon the state’s request.
D06	Stakeholder Engagement, Communication, and Training Plan	Defines stakeholder groups, outlines key messages, and organizes outreach and engagement activities to achieve intended communication objectives. Also provides the offeror’s approach to detail the varying levels and needs of	Initial submission within 30 days of contract execution.	Updates shall be made upon the state’s request.

ID	Deliverable Name	Minimum Deliverable Requirements	Submission Requirements	Update Frequency
		<p>project stakeholders for information regarding the project, status, accomplishments, and impact on stakeholders.</p> <ul style="list-style-type: none"> Final version should include the offeror's approach to providing training and guidance to internal and external stakeholders. 	Final due within 60 days of implementation.	
D07	Turnover and Transition Plan	The offeror must develop and maintain a comprehensive Turnover and Transition Plan to ensure a smooth and orderly transition of services, knowledge, and responsibilities to the client or a successor vendor at the conclusion of the contract or upon termination. The plan must minimize disruption to operations and preserve institutional knowledge.	Final due within 18 months after the start of operations and maintenance (O&M).	Updates shall be made and submitted for each contract extension or upon the state's request
D08	Security Plan	Details the offeror's solution's security requirements, controls, roles, and responsibilities of authorized individuals including how the offeror will meet Agency and federal privacy, regulatory and security standards, including CMS-required Independent Third-Party Security & Privacy Assessment on production, development, and test environments.	<p>Initial submission within 60 days of contract execution.</p> <p>Final submission within 90 days of contract execution.</p>	Updates shall be made no less than annually and will be finalized during the Negotiation Period
D09	Quality Management Plan	Provides the offeror's approach to monitor the quality and accuracy, as well as continuous workflow analysis, of the functions that are essential to the overall success of the project.	<p>Initial submission provided during the Negotiation Period.</p> <p>Final submission within 60 days of contract execution.</p>	Updates shall be submitted quarterly or upon the state's request.
D10	Master Test Plan	The offeror must develop and submit a comprehensive Master Test Plan that describes the offeror's approach to testing the proposed solution. It must	Initial submission provided during	Update 30 calendar days

ID	Deliverable Name	Minimum Deliverable Requirements	Submission Requirements	Update Frequency
		demonstrate how the offeror will validate that all components and processes meet the functional and non-functional requirements outlined in the RFP as well as compliance with CMS SMC Guidance and Accessibility and Usability.	the Negotiation Period. Final submission within 90 days after contract execution.	prior to beginning UAT.
D11	System Support Management Plan	Describes the offeror’s approach to the operational management system support, minimally including: <ul style="list-style-type: none"> • Description of the core operations support—including management approaches, licensing, infrastructure support, system maintenance and upgrades support, and reporting for each • Approach to maintaining a system support help desk that addresses provider and Agency requests for assistance, problem reporting and resolution 	Initial submission provided during the Negotiation Period. Final submission within 90 days of contract execution.	Updates shall be made annually.

SEC. 3.02 CONTRACT TERM AND WORK SCHEDULE

The length of the contract will be from the date of award and will continue for a period of five years including design, development, and implementation (DDI), with five (5) optional one-year renewals to be exercised at the sole discretion of the state. The contract period shall not exceed ten (10) years from the date of award.

SEC. 3.03 CONTRACT TYPE

This contract is a fixed price incentive contract in accordance with Attachment 2 – Submittal Form E – Cost Proposal.

SEC. 3.04 HIPAA SECURITY ASSESSMENT REQUIREMENTS

Once the contract is executed and prior to beginning any other work under the contract, the contractor shall work with the Department of Health (DOH) Security Office to complete a full security assessment for the proposed software or system solution(s). This may include, but not be limited to:

- Clearly articulating the components of the system which DOH staff are expected to configure and administer and, likewise, which components of the system the contractor will configure and administer.

- Information System/Data Flow Diagram outlining all major components of the system (system type and technologies employed) and their interconnections (protocols and payloads).
- Interconnection Risk Assessment Worksheet (IRAW) for each outbound or inbound interconnection outlined in the Information System/Data Flow Diagram and any ancillary Application Programming Interface (API) or data transfers.
- A code scanning attestation which confirms the offeror performs MITRE conformant code scanning (CWE) against each deployable version of the code base and remediates CWE flaws of medium, or higher, technical impact.
- A server vulnerability scanning attestation confirming that the offeror performs regular vulnerability scanning against all in-scope servers and remediates identified vulnerabilities in a timely manner.
- Completion of the DOH NIST CSF Assessment Questions (see next RFP Section).

Follow up clarification questions from the DOH's Security Assessor may be required. **The software or system solution(s) must receive an Authority to Operate (ATO) from the Security Assessor prior to being deployed. If the ATO is not issued, the State is not responsible for any additional costs and reserves the right to terminate the contract immediately.**

This security assessment may also be performed every three years during the contract. All contractor costs for the security assessment must be included in the offeror's cost proposal. Those costs will be paid only upon completion of the security assessment and issuance of the ATO from the Security Assessor.

SEC. 3.05 INTENT TO PROPOSE AND NON-DISCLOSURE AGREEMENT (NDA)

Offerors are strongly encouraged to obtain the NIST CSF Assessment Questions List indicated in the previous RFP section prior to submitting their proposal, as it is intended to further determine the level of effort and cost for the security assessment. **To obtain the NIST CSF Assessment Questions List, the offeror must complete and submit an intent to propose and non-disclosure agreement, provided as an attachment to this RFP.** The signed agreement must be emailed to the procurement officer as an attachment and the offeror must also provide the phone number and email address of the person who is to receive the file. The file will then be provided by the procurement officer to the offeror.

The procurement officer will not provide the file until receipt of the completed and signed intent to propose and non-disclosure agreement. The state reserves the right to clarify and verify any offeror's ability to perform the services required under this solicitation prior to granting access to the file. **The state is not responsible for an offeror's failure to obtain the NIST CSF Assessment Questions List; the total costs identified for the security assessment on the offeror's cost proposal shall be the total costs paid by the state. No additional charges shall be allowed.**

SEC. 3.06 CONTRACT PAYMENT

The state will make payments based on a negotiated payment schedule, upon receipt and state approval of invoices. No payments will be made until the contract is approved by the Commissioner of the Department of Health or the Commissioner's designee. Under no condition will the state be liable for the payment of any interest charges associated with the cost of the contract. The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

See Sec. 4.07 Service Level Agreements (Attachment 5) for additional information on payments. Payments will be reduced for failure to meet Service Level Agreements in accordance with Attachment 5.

SEC. 3.07 SUBCONTRACTORS

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must complete the Submittal Form identified in Sec. 4.02 Special Formatting Requirements of this RFP. An offeror's failure to provide this information with their proposal may cause the state to consider their proposal non-responsive and reject it.

Subcontractor experience shall not be considered in determining whether the offeror meets the requirements set forth in **Attachment 1 – Submittal Forms A – D, Submittal Form C – Mandatory Requirements**.

If a proposal with subcontractors is selected, the state may require a signed written statement from each subcontractor that clearly verifies the subcontractor is committed to providing the good or services required by the contract.

The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the project director or procurement officer.

Note that if the subcontractor will not be performing work within Alaska, they will not be required to hold an Alaska business license.

SEC. 3.08 JOINT VENTURES

Joint ventures will not be allowed.

SEC. 3.09 RIGHT TO INSPECT PLACE OF BUSINESS

At reasonable times, the state may inspect those areas of the offeror's place of business that are related to the performance of a contract. If the state makes such an inspection, the offeror must provide reasonable assistance.

SEC. 3.10 CONTRACT PERSONNEL

Any change of project key personnel or subcontractors named in the proposal must be approved, in advance and in writing, by the project director or procurement officer. Changes that are not approved by the state may be grounds for the state to terminate the contract.

SEC. 3.11 INSPECTION AND MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES

The offeror is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. The project director or procurement officer may instruct the offeror to make corrections or modifications if needed to accomplish the contract's intent. The offeror will not unreasonably withhold such direction.

Substantial failure of the offeror to perform the contract may cause the state to terminate the contract. In this event, the state may require the offeror to reimburse monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

SEC. 3.12 CONTRACT CHANGES – ANTICIPATED AMENDMENTS

Any contract resulting from this RFP will contain a not-to-exceed dollar amount. Since the state anticipates additional services under this contract, the future scope in this section will be negotiated as the scope is defined. The scope within this section is not to be included in the offeror's technical or cost proposal and is informational only.

A complete scope of work will be developed in consultation with the successful offeror and may be added to the contract via a formal contract amendment. The services to be provided may include the following:

Utilization Management (UM)

- Maintain Utilization Review Accreditation Commission (URAC) accreditation for UM services and adhere to URAC standards established for UM when providing services.
- Maintain designation by U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services as a Quality Improvement Organization (QIO)

Medical

- Prospective reviews, both urgent and non-emergent for:
- Select inpatient acute care admissions and select outpatient services, as specified on current Alaska Medicaid Prior Authorization list, regardless of length of stay.
- Inpatient rehabilitation admissions
- Outpatient magnetic resonance imaging (MRI), positron emission tomography (PET), magnetic resonance angiography (MRA), and single-photon emission computed tomography (SPECT) as specified on Alaska Medicaid Prior Authorization List.
- Concurrent medical necessity reviews for:
- All non-DRG reimbursed hospital stays exceeding three (3) days length of stay, regardless of diagnosis or procedure. Reviews at 3-day benchmark for inpatient acute care admissions that do not require authorization upon admission based upon the Alaska Medicaid Prior Authorization List.
- Hospital stays for vaginal deliveries when the delivery occurs more than one (1) day after the admit date and/or when the discharge date is more than two (2) days post-delivery.
- Hospital stays for cesarean section deliveries when the discharge date is more than four (4) days following the date of delivery.
- Retrospective reviews for delayed review requests and review that are late due to retroactive eligibility determinations.
- In-depth reviews, upon request of the Department, when services requested are complex and/or high cost, or when services appear to be investigational, experimental, or atypical
- Quality of care reviews when during any review or other contractual activity, offeror becomes aware of quality-of-care concerns, or when requested by Department.

- Quarterly post-payment reviews of a percentage of auto-adjudicated and streamlined reviews.
- Annual review of Alaska Medicaid Prior Authorization List with recommendations for additions/deletions including recommendations and supporting evidence that reflect clinical appropriateness, cost-effectiveness and compliance with Alaska Medicaid regulations.

Behavioral Health

- Residential Prior Authorizations for children under the age of 21 for Psychiatric Residential Treatment Facilities (PRTF)
- Acute Care Psychiatric Hospitals Prior Authorizations for children under 21 both in-state and out-of-state, and adults in-state only.
- Retrospective reviews in cases where provider fails to request authorization prior to admission and review is requested within 12 months of service.
- Retrospective reviews where Medicaid eligibility is established during or after the stay to determine medical necessity.
- Medical necessity reviews for continue services at Level V and VI Residential Youth Homes

Medical/Behavioral Health

- UM decisions to be notified to providers the same day as decision is made.
- In the event of disputed review decision, obtain second opinion by physician or specialist in the service or procedure under review.
- Provide reconsideration review process that accords with Alaska regulations for first level appeals and fair hearings.
- Cooperate with and support the Department in administrative or judicial hearings related to disputes arising from any UM services.
- Maintain detailed service authorization manual that includes procedures, policies and protocols for UM processing

Key Personnel Anticipated

<p>Physician Consultant</p>	<p>The offeror must provide a licensed M.D. or D.O. for a minimum of four (4) hours per week.</p> <p>The Physician Consultant provides oversight and guidance related to applying state clinical criteria to the SA program. The Physician Consultant shall oversee medical policy related to the UM activities. The Physician Consultant works</p>	<p>M.D or D.O. state license in good standing</p> <p>Minimum of three (3) years of experience in utilization management (UM), service authorization (SA), or other clinical review process for Medicaid or</p>
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	closely with the state Medicaid Medical Director.	other large healthcare payer.
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SEC. 3.13 CONTRACT CHANGES - UNANTICIPATED AMENDMENTS

During this contract, the offeror may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the offeror a written description of the additional work and request the offeror to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The offeror will not commence additional work until the procurement officer has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Health or the Commissioner's designee.

SEC. 3.14 NONDISCLOSURE AND CONFIDENTIALITY

The offeror agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The offeror must hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. "Reasonable care" means compliance by the offeror with all applicable federal and state law, including the Social Security Act and HIPAA. The offeror must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the offeror or an offeror agent or otherwise made available to the offeror or an offeror agent in connection with this contract, or acquired, obtained or learned by the offeror or an offeror agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc.).

If confidential information is requested to be disclosed by the offeror pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the offeror may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request. If the offeror receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the offeror must be provided to the state within a reasonable time after the offeror's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

SEC. 3.15 INDEMNIFICATION

The offeror must indemnify, hold harmless, and defend the contracting agency from and against any claim of or liability for error, omission or negligent act of the offeror under this agreement. The offeror must not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the offeror and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. “offeror” and “contracting agency”, as used within this and the following article, include the employees, agents and other offerors who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the contracting agency’s selection, administration, monitoring, or controlling of the offeror and in approving or accepting the offeror’s work.

SEC. 3.16 INSURANCE REQUIREMENTS

Without limiting offeror's indemnification, it is agreed that offeror must purchase at its own expense and always maintain in force during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the offeror's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Certificates of Insurance must be furnished to the procurement officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the offeror's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

Workers' Compensation Insurance: The offeror must provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the state.

Commercial General Liability Insurance: covering all business premises and operations used by the offeror in the performance of services under this agreement with minimum coverage limits of 3,000,000 combined single limit per claim.

Commercial Automobile Liability Insurance: covering all vehicles used by the offeror in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Cyber-Security Insurance: covering first-party costs and third-party claims from (i) failure to protect data, including unauthorized disclosure, use or access, (ii) security failure or privacy breach, (iii) failure to disclose such breaches as required by law, regulation or contract, (iv) notifications, public relations, credit monitoring, postage, advertising, and other services to assist in managing and mitigating a cyber-incident,

(v) interruptions of business operations, (vi) network security failure, (vii) cyber-extortion, (viii) cyber-terrorism, (ix) communications and media liability (e.g., infringement of copyright, title, slogan, trademark, trade name, trade dress, service mark or service name in the policyholder's covered material, with coverage of not less than \$3,000,000 per occurrence/\$3,000,000 general aggregate.

Crime coverage insurance of not less than \$3,000,000 per occurrence and \$3,000,000 in the aggregate covering at a minimum EFT, computer and electronic transmissions fraud and theft, and other cyber-liability and cyber-crime expenses including social engineering (subject to a sub limit of \$100,000 per occurrence/\$250,000 aggregate).

SEC. 3.17 TERMINATION FOR DEFAULT

If the project director or procurement officer determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work.

The procurement officer may also, by written notice, terminate the contract under Administrative Order 352 if the contractor supports or participates in a boycott of the State of Israel.

This clause does not restrict the state's termination rights under the contract provisions of Appendix A, included in Attachment 4 of this RFP.

SEC. 3.18 PROJECT CLOSEOUT AND TURNOVER

At least 18 months following the start of operations and maintenance (O&M), the Contractor must provide an initial turnover plan to detail how the Contractor will manage the completion and closure of all work for the Contract and deliver project artifacts, including deliverables, data, and anything needed to operate and maintain the integrity of the DHHS Programs and systems.

Transition activities will be dependent upon the nature of the solution or services, which may include but is not limited to:

- State Owned and hosted
- State Owned and Contractor hosted
- State Leased software and state-hosted
- State Leased software hosted by a third party
- Software as a Services (SaaS)

The Contractor must demonstrate that all contractual requirements have been met, transition operational tasks to a new Contractor and/or HCS completed, and provide lessons learned from the project prior to the end of the contract term.

SEC. 3.19 LOCATION OF WORK

The location(s) the work is to be performed, completed and managed **IS** at the Contractor's workplace.

There is no travel for the contractor in this contract.

All Work in the United States

By signing their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause the state to reject the proposal as non-responsive or cancel the contract.

SECTION 4. PROPOSAL FORMAT AND CONTENT

SEC. 4.01 RFP SUBMITTAL FORMS

This RFP contains Submittal Forms, which must be completed by the offeror and submitted as their proposal. An electronic copy of the forms is posted along with this RFP. Offerors shall not re-create these forms, create their own forms, or edit the format structure of the forms unless permitted to do so.

Unless otherwise specified in this RFP, the Submittal Forms shall be the offeror’s entire proposal. Do not include any links or marketing information in the proposal or it may be removed by the procurement officer prior to the proposals being sent to the proposal evaluation committee (PEC).

Any proposal that does not follow these requirements may be deemed non-responsive and rejected.

SEC. 4.02 SPECIAL FORMATTING REQUIREMENTS

The offeror must ensure that their proposal meets all special formatting requirements identified in this section.

Documents and Text: All attachment documents must be written in the English language, be single sided, and be single spaced with a minimum font size of 10. Pictures or graphics may be used if the offeror feels it is necessary to communicate their information, however, be aware these images may count towards page limits.

Page Limits: Some Submittal Forms listed in Table 5: Submittal Forms have maximum page limit requirements. Offerors must not exceed the maximum page limits. Note, the page limit applies to the front side of a page only (for example, ‘1 Page’ implies that the offeror can only provide a response on one side of a piece of paper).

TABLE 5: SUBMITTAL FORMS

Submittal Form	Maximum Page Limits
Attachment 1: Submittal Form A – Offeror Information	N/A
Attachment 1: Submittal Form B – Service Approach: Part 1 Understanding of the Project	6
Attachment 1: Submittal Form B – Service Approach: Part 2 Staffing and Recruitment	2
Attachment 1: Submittal Form B – Service Approach: Part 3 Training	2
Attachment 1: Submittal Form B – Service Approach: Part 4 Performance Monitoring and Reporting	3
Attachment 1: Submittal Form B – Service Approach: Part 5 Operational Methodology and Management	7
Attachment 1: Submittal Form C – Mandatory Requirements	N/A
Attachment 1: Submittal Form D – Subcontractors	N/A
Attachment 2: Submittal Form E – Cost Proposal	N/A
Attachment 3: Requirements Traceability Matrix (Contractual and IT Requirements Included)	N/A
Attachment 5: Service Level Agreements (SLAs)	N/A
Deliverable 3.01 (a) (I) Organizational Chart	N/A
Deliverable 3.01 (a) (II) Resumes (not to exceed 2 pages for each resume) -Account Manager	18

-Project Manager -Technical Systems Manager -Medical Policy Manager -Operations Manager -Quality Assurance Manager - Certification Lead - SA Call Center Manager - Lead Nurse Reviewer	
Deliverable 3.01 (c) Table 4: Deliverables Dictionary	N/A

Any Submittal Form that is being evaluated and does not follow these instructions may receive a ‘1’ score for the evaluated Submittal Form, or the entire response may be deemed non-responsive and rejected. Failure to submit any of the Submittal Forms will result in the proposal being deemed non-responsive and rejected.

SEC. 4.03 OFFEROR INFORMATION AND CERTIFICATIONS (SUBMITTAL FORM A)

The offeror must complete and submit this Submittal Form. The form must be signed by an individual authorized to bind the offeror to the provisions of the RFP.

By signature on the form, the offeror certifies they comply with the items listed in the Certifications section of the Submittal Form. If the offeror fails to comply with these items, the state reserves the right to disregard the proposal, consider the offeror in default, or terminate the contract.

The Submittal Form also requests the following information:

- a) The complete name and address of offeror’s firm along with the offeror’s Tax ID.
- b) Information on the person the state should contact regarding the proposal.
- c) Names of key personnel.
- d) Addenda acknowledgement.
- e) Conflict of interest statement.
- f) Federal requirements.

An offeror's failure to provide this information may cause the proposal to be determined to non-responsive and rejected.

SEC. 4.04 SERVICE APPROACH (SUBMITTAL FORM B PARTS 1 - 5)

Submittal Form has five (5) parts, each with its own page limit.

Part 1: Understanding of the Project. Offerors must summarize their understanding of the scope of work and major activities to be completed, including an analysis of project risks. Offerors must also summarize how their solution will meet the requirements of the CMS Interoperability and Prior Authorization Final Rule CMS-0057-F.

Part 2: Staffing and Recruitment. Offerors must summarize their approach to recruitment, staff retention and organizational management for the scope of work. Offerors must provide an organizational chart. The organizational chart does not count towards the page total. Offerors must also provide a resume for each of the managers outlined in RFP Section 3.01 (a) (II) Resumes. Resumes must not exceed 2 pages each.

Part 3: Training. Offerors must summarize their approach to training for both internal and external stakeholders.

Part 4: Performance Monitoring and Reporting. Offerors must summarize their understanding of performance requirements for this RFP.

Part 5: Operational Methodology and Management. Offerors must describe their plan for transitioning operational services from the incumbent Service Authorization vendor as well as ongoing operational support.

Offerors must also provide a minimum of two references for similar projects completed by the offeror in similar scope to the work detailed in Section 3 of this RFP.

Important: the reference form attached to this RFP titled “RFP 2026-1600-0073 – Reference Form” must be completed by each reference and submitted directly to the procurement officer, **not** to the offeror. The reference form must be completed by someone who was directly and heavily involved with the related project and not by any third-party representatives or consultants of the agency

SPECIAL NOTE: The offeror must not disclose their costs in this Submittal Form. This Submittal Form cannot exceed the page limit (as described in Sec. 4.02 Special Formatting Requirements).

SEC. 4.05 MANDATORY REQUIREMENTS (SUBMITTAL FORM C)

Offerors must complete and submit this Submittal Form C, indicating whether they can meet the mandatory requirements set forth in this RFP.

SEC. 4.06 SUBCONTRACTORS (SUBMITTAL FORM D)

If using subcontractors, the offeror must complete and submit this Submittal Form.

SEC. 4.07 REQUIREMENTS TRACEABILITY MATRIX (ATTACHMENT 3)

Offerors must complete the Requirements Traceability Matrix (RTM) and submit with their proposal.

SEC. 4.08 SERVICE LEVEL AGREEMENTS (ATTACHMENT 5)

The offeror must review and agree to the Service Level Agreements that are outlined in Attachment 5-Service Level Agreements.

SEC. 4.09 COST PROPOSAL (ATTACHMENT 2 – SUBMITTAL FORM E– COST PROPOSAL)

The offeror must complete and submit this Submittal Form. Proposed costs must include all direct and indirect costs associated with the performance of the contract, including, but not limited to, hosting and licensing, development and operational staff costs, overhead, and profit.

Offerors should reference this RFP, including the guidance provided in Sec. 3.06 Contract Payment and the instructions found in Attachment B – Submittal Form E – Cost Proposal when evaluating how to respond and complete the cost tables. By submitting their proposal, the offeror guarantees their submitted pricing for a period of no less than 180 days from the date of submission (SMM2083.5).

Offerors will identify fixed and volume-based prices to support the scope of work identified within this RFP, including staffing, hosting and all other costs, within Attachment B – Submittal Form E – Cost Proposal.

An Offer’s overall operations bid price will include four components:

- Fixed blended rate per SA for all processing types to support the overall solution and services to technically support the SA program such as the software, hosting, technical support, call center, etc.
- Variable blended rate for SAs decisioned manually
- Variable blended rate for SAs initially decisioned automatically. Automatic denial decisions that require manual follow-up decisioning will be counted as manually decisioned only (not counted as automatic and manual). **The maximum proposed rate for automated SAs cannot exceed 50% of the manual decision SA rate.**
- Automation incentive of 25% of the value delta between the manually decision and automated decision process transaction fees on service authorizations that are automated in addition to the Travel & Accommodation (Non-Emergent) authorization automated as part of DDI. The incentive rate will be calculated as follows: $(\text{Manual Rate} - \text{Automated Rate}) * 0.25$. **Offerors may be deemed non-responsive if they do not demonstrate capabilities to automate service authorizations or fail to make sufficient progress during the Negotiation Period.**

The overall bid price “Total Offeror Cost” will be used in scoring the cost proposal. This value is automatically calculated within Attachment B – Submittal Form E – Cost Proposal, Table 1 – Total Cost. The state has estimated the total numbers of SAs, the base number of SAs that will be automated prior to go-live, as well as assumptions on automation volumes for the operations period. These estimates are for scoring purposes only. Compensation during operations will vary based on the actual number of SAs and how they were decisioned, manually, or automatically.

Fixed Pricing:

Offerors will identify fixed pricing to support the entire technical software solution that includes ongoing software licensing, hosting of the solution and operational data, maintenance, updates, technical support, and all other requirements outlined in the RFP to support the SA program. The solution must have the capability and storage to accommodate future automation of all SAs within the program. The solution must also include all infrastructure and software to support SA call center activities. The state anticipates that the cost required to support the technical aspects of the program will be relatively consistent and increase with reasonable cost of living updates, which must be included in the offeror’s cost proposal.

Variable Pricing:

Offerors will provide a fixed price per SA for two different processing approaches, automated, and manual.

- (Manual Service Authorizations) A blended price to support all SA operational activities per SA, including clinical and administrative decisioning, call center operations, criteria development, configuration, and automation planning among others will be provided to cover “traditional manual processes” that have minimal automation outside of workflow processes and require manual decision making.
- (Automated Service Authorizations) A blended price to support all SA operational activities per SA to cover operational support and process activities that will remain regardless of whether an SA is automated, such as reporting, audit, fair hearing, and other support activities needed to fully complete the SA process and program.

Offerors should consider the clinical complexity and number of the various types of SAs outlined in Table 1: Service Authorization Counts FY 2024 - 2025, the process efficiencies of the offeror’s software, and all other factors that the offeror will provide to support operations.

COST PROPOSAL INSTRUCTION: The cost submittal forms are provided in a Microsoft Excel workbook containing five worksheet tables:

TABLE 1 – TOTAL COST SUMMARY. No values are entered into this worksheet; all values are calculated. This is a summary sheet that will be used as part of scoring the cost proposal.

TABLE 2 – DDI. Offerors are required to itemize their anticipated costs by major area to both support funding allocations and justify the reasonableness of their bid. Itemized costs are expected to be reasonable estimations for major cost categories, to be refined during the Negotiation Period. The total DDI price is the offeror’s full and only not to exceed fixed-price amount for all transition and implementation activities. The DDI price will be used for scoring the cost proposal and represents the maximum total amount of DDI payments to the offeror, excluding any state-approved change requests. The DDI price provided by the offeror will be used to develop the DDI payment milestone and monthly payment schedule.

TABLE 3 – DDI PAYMENT MILESTONES. The state has allocated a percent weighting to key implementation milestones. The successful offeror will receive a percentage of the DDI amount due based on the completion and state approval of these key milestones as outlined in Table 3 – DDI PAYMENT MILESTONES. Additionally, the state acknowledges that some licensing and hosting costs will be incurred by the successful offeror immediately starting DDI. To help offset some of this burden, offerors may include up to 20% of their total DDI price for licensing, hosting, facility, and other infrastructure costs. This amount will be paid to the successful offeror in 12 equal monthly installments, regardless of the actual length of DDI. This table is automatically calculated.

TABLE 4 – OPERATIONS. Operations (Year 2) will begin at the conclusion of DDI. Should DDI take longer than 12 months, Year 2 will be reduced by an equal amount of months, and the maximum potential revenue will also be reduced proportionally to the number of months remaining in the year. If the successful offeror takes less than 12 months to complete DDI and go-live, Year 2 will begin at that time for a period of 12 months. The state may enter discussions with the successful offeror to extend Year 5 base months through the CR process to add some or all of the “saved” time so that the combined DDI and Operations base period total 5 full years.

Fixed Technical Solution Costs: The state has established an estimated amount of total SAs. Offerors should consider their total technical costs, including licensing, hosting, software, technical staff, and other expenses to fully support and host the program. Offerors must provide a fixed technical cost to support the processing and volumes provided.

Manually Decided SAs: The state has estimated the total number of SA that will be decided per year. The state desires to continue to move towards a more automated process for all SAs. Offerors should consider the types and volumes of the various types of SAs, those the state will automate first within DDI, and develop a blended rate per SA to manage manually decided SAs. Offerors should also consider their internal processes, best practices, and workflow capabilities when developing rates. Manually decided SAs must still comply with all state and federal processing rules and SLA compliance requirements. Payments for manually decided SAs will fluctuate based on the total number of SAs manually decided.

Automatically Decided SAs: The state has prioritized some Travel SAs to automate during DDI in collaboration with the successful offeror. The actual number of automatically decided SAs will likely vary based on the level of progress made. The state anticipates that automatically decided SAs will still require a degree of manual support, such as provider inquiries, fair hearing, reporting, and other

administrative tasks that support the SA program. Offerors must provide a price to support automatically decisioned SAs. If an automatically decisioned SA requires manual work for any reason, it will become a manually decisioned SA and not counted twice for the purposes of compensation.

Automation Incentive per Automated SA: The state envisions moving towards automated SA decisioning to achieve several benefits and believes that automated SA processing will be a fraction of the cost of current manual processes. To encourage creative thinking and innovation to automate additional SAs beyond those developed during DDI, the state will provide an increase over the Automated Rate Per Automated SA as follows: $(\text{Manual Rate} - \text{Automated Rate}) \times 0.25$. This incentive credit will only apply to those SAs automated during Operations. Estimations for the level of automation have been established by the state within this sheet. Actual volume may be more or less. As previously stated, offerors who fail to demonstrate the willingness or capability to automate a substantial portion of SAs may be deemed non-responsive. For the purposes of cost proposal scoring, the automation incentive is automatically calculated on this worksheet.

Note: For the purpose of calculating the automation incentives, if less than the anticipated automation is achieved prior to go-live, a base value of 30,000 SAs will be used. Only automation volume beyond this minimum will qualify for the incentive.

Change Request Hours: The state has identified an estimated number of hours for additional offeror support for unplanned activities that are out of scope. Activities might include state-specific customization or development of new or modified configurations, innovative SA policies and rules, and further initiatives to automate the program activities. For activities outside of scope, offerors will provide a fixed blended rate for CRs. The values within this table for CR rates will be populated based on amounts entered by offerors within Table 5 – Change Request Rates.

Total Contract Costs: Represents the maximum cost the state will pay per year to the successful offeror during operations. For the purposes of scoring the cost proposal, this value is calculated on this worksheet.

TABLE 5 – CHANGE REQUEST RATES. Offerors are required to provide a blended rate for change requests to address scope outside of the initial RFP and associated contractual agreements. This rate should be a blend of the typical skills and resources required to support the full range of work including business leadership, clinical, technical, and administrative staff and represents the one rate the state will pay for CRs. The hours provided in this worksheet are estimated and are not guaranteed. Actual hours may be more or less based on the needs of the state. The rates provided by offerors on this sheet are used in the scoring of cost proposals.

SECTION 5. EVALUATION CRITERIA AND OFFEROR SELECTION

SEC. 5.01 SUMMARY OF EVALUATION PROCESS

The state will use the following steps to evaluate and prioritize proposals:

- 1) Proposals will be assessed for overall responsiveness and compliance with mandatory requirements. Proposals deemed non-responsive will be eliminated from further consideration.
- 2) A proposal evaluation committee (PEC), made up of at least three state employees or public officials, will evaluate specific parts of the responsive proposals.
- 3) The Submittal Forms, from each responsive proposal, will be sent to the PEC. No cost information will be shared or provided to the PEC.
- 4) The PEC will independently evaluate and score the documents based on the degree to which they meet the stated evaluation criteria.
- 5) After independent scoring, the PEC will have a meeting, chaired by the procurement officer, where the PEC may have a group discussion prior to finalizing their scores.
- 6) The evaluators will submit their final individual scores to the procurement officer, who will then compile the scores and calculate awarded points as set out in Sec. 5.03.
- 7) The procurement officer will calculate scores for cost proposals as set out in Sec. 5.05 and add those scores to the awarded points.
- 8) The procurement officer may prioritize the proposals, and the state may request demonstrations and/or conduct interviews with the top-rated offerors.
- 9) The PEC will evaluate and score the interviews and submit their scores to the procurement officer, who will compile the final scores.
- 10) The state will then conduct the negotiation period with the highest scoring offeror and award a contract if the negotiations during the negotiation period are successful.

SEC. 5.02 EVALUATION CRITERIA

Proposals will be evaluated based on their overall value to the state, considering both cost and non-cost factors as described in Table 6: Evaluation Criteria. Note: An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

TABLE 6: EVALUATION CRITERIA

Overall Criteria	Weight
Responsiveness	Pass/Fail
Mandatory Requirements Compliance (Submittal Form C)	Pass/Fail

TABLE 7: TECHNICAL PROPOSAL AND SCORING MAXIMUM VALUES

Technical Proposal and Interview Scoring Maximum Values	Weight
Attachment A: Submittal Form B – Service Approach: Part 1 Understanding of the Project	100

Attachment A: Submittal Form B – Service Approach: Part 2 Staffing and Recruitment	50
Attachment A: Submittal Form B – Service Approach: Part 3 Training	50
Attachment A: Submittal Form B – Service Approach: Part 4 Performance Monitoring and Reporting	75
Attachment A: Submittal Form B – Service Approach: Part 5 Operational Methodology and Management	125
Interviews – Account Manager	25
Interviews – Project Manager	25
Interviews – Technical Systems Manager	50
Interviews – Medical Policy Manager	25
Interviews – Operations Manager	50
Interviews – Quality Assurance Manager	25
Sub Total	600
Cost Criteria	Weight
Cost Proposal	400
Sub Total	400
Total Evaluation Points Available	1000

SEC. 5.03 SCORING METHOD AND CALCULATION

Each Proposal Evaluation Committee (PEC) member will individually evaluate and score each responsive proposal using the criteria set out in Section 5.04 Parts 1-5 and assign a single score of 1, 5, or 10, with 10 representing the highest score, 5 representing the average score, and 1 representing the lowest score. PEC members should start with a score of 5 on each part. The score may either increase or decrease depending on the offeror's response to that part. As an example, if the offeror provided responses over and above what was requested, they would receive a score of 10. If they failed to address all the requirements for that part or demonstrated some lack of understanding or competency as it relates to the requirements for that part, the offeror would receive a score of 1. Responses that are similar or lack dominant information to differentiate the offerors from each other will receive the same score. Therefore, it is the offeror's responsibility to provide dominant information and differentiate themselves from their competitors.

After the PEC has scored each section, the scores for each section will be totaled and the following formula will be used to calculate the amount of points awarded for that section:

$$\frac{\text{Offeror Total Score}}{\text{Highest Total Score}} \times \text{Max Points} = \text{Points Awarded}$$

Table 8: Example Maximum Points Available for the Section = 100 provides an example of scoring by the PEC.

TABLE 8: EXAMPLE MAXIMUM POINTS AVAILABLE FOR THE SECTION = 100

	PEC Member 1 Score	PEC Member 2 Score	PEC Member 3 Score	PEC Member 4 Score	Combined Total Score	Points Awarded
Offeror 1	10	5	5	10	30	75
Offeror 2	5	5	5	5	20	50
Offeror 3	10	10	10	10	40	100

Offeror 1 was awarded 75 points:

$$\frac{\text{Maximum Points Available (100)}}{\text{Maximum Combined PEC Score Possible (40)}} = 2.5$$

$$\text{Combined PEC Score (30)} \times 2.5 = \text{Points Awarded (75)}$$

Offeror 2 was awarded 50 points:

$$\frac{\text{Maximum Points Available (100)}}{\text{Maximum Combined PEC Score Possible (40)}} = 2.5$$

$$\text{Combined PEC Score (20)} \times 2.5 = \text{Points Awarded (50)}$$

Offeror 3 was awarded 100 points:

$$\frac{\text{Maximum Points Available (100)}}{\text{Maximum Combined PEC Score Possible (40)}} = 2.5$$

$$\text{Combined PEC Score (40)} \times 2.5 = \text{Points Awarded (100)}$$

SEC. 5.04 SERVICE APPROACH PARTS 1-5

This portion of the offerors’ proposal will be evaluated based on how well they provided the information required in RFP Section 4.04, and how well the offeror shows:

1. Their understanding of the project.
2. Their staffing retention and approach to recruitment.
3. Their approach to training.
4. Their understanding of the performance requirements.
5. Their plan for transitioning operational services from the incumbent SA vendor.
6. How well their proposal will meet the state’s needs.

SEC. 5.05 CONTRACT COST (COST PROPOSAL)

Overall, a minimum of 40% of the total evaluation points will be assigned to cost. The offeror with the lowest total cost will receive the maximum number of points allocated to cost per 2 AAC 12.260(c). The point allocations for cost on the other proposals will be determined using the following formula:

$$[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

Example (Max Points for Contract Cost = 400):

Step 1

List all proposal prices.

Offeror #1	\$40,000
Offeror #2	\$42,750
Offeror #3	\$47,500

Step 2

In this example, the RFP allotted 40% of the available 1,000 points to cost. This means that the lowest cost will receive the maximum number of points.

Offeror #1 receives 400 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 400 points.

Offeror #2 receives 374.3 points.

$$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$42,750 \text{ cost of Offeror \#2's proposal} = 374.3$$

Offeror #3 receives 336.8 points.

$$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$47,500 \text{ cost of Offeror \#3's proposal} = 336.8$$

SEC. 5.06 SHORTLISTING

After proposals have been prioritized, the state may shortlist and request demonstrations and or invite to interview the top three highest ranking offerors. The state may increase or decrease the number of offerors in this list based on the competitiveness of the proposals and/or from feedback from the PEC.

SEC. 5.07 INTERVIEWS OF KEY PERSONNEL

The state has selected the following critical roles from the key personnel list from each of the shortlisted offerors, as identified below (the state reserves the right to request additional personnel):

- 1) ACCOUNT MANAGER
- 2) PROJECT MANAGER
- 3) TECHNICAL SYSTEM MANAGER
- 4) OPERATIONS MANAGER
- 5) MEDICAL POLICY MANAGER
- 6) QUALITY ASSURANCE MANAGER

The individuals who the state will interview must be the same individuals that are identified in Attachment A – Submittal Forms A – D, Submittal Form A of the offeror’s proposal. No substitutes or proxies will be allowed. No other individuals (from the offeror’s organization) will be allowed to sit in or participate during the interview session. Individuals who fail to attend the interview will be given a “1” score, which may jeopardize the offeror’s competitiveness.

Interviews are expected to last approximately 45 minutes per individual, but that time may be increased or decreased at the discretion of the state. Interviewees may not bring notes, presentation materials, or handouts. The state will interview individuals separately (not as a team). Interviewees may be prohibited from making any reference to their proposed cost/fees. Interviewees may be asked questions regarding their experience, knowledge and understanding of the scope of work, obstacles and challenges, strategies, and their plan/approach. The state may request additional information prior to interviews. The PEC will score each interview individually using the 1, 5, 10 scoring method described in Sec. 5.03 Scoring Method and Calculation and may have a group discussion prior to finalizing scores.

SEC. 5.08 FINAL PRIORITIZATION

After the shortlisted offerors have been interviewed and scored by the PEC, the procurement officer will compile all scores and perform a final prioritization of offerors.

SEC. 5.09 COST REASONABLENESS

Prior to performing clarifications and negotiations, the procurement officer will perform a cost reasonableness assessment of all shortlisted proposals in the following manner:

- a. If the highest ranked offeror’s cost proposal is within 5% of the next highest ranked offeror’s cost proposal, the state will proceed to invite the highest ranked offeror to the Negotiation Period.
- b. If the highest ranked offeror’s cost proposal is 5% or more higher than the next highest ranked offeror’s cost proposal, the state reserves the right to invite the second highest ranked offeror to the Negotiation Period.

SEC. 5.10 NEGOTIATION PERIOD

The state will invite the highest (or second highest) prioritized offeror to the negotiation period. The negotiation period is carried out prior to the signing of a contract. The intent of this period is to allow the apparent best-value offeror an opportunity to clarify any assumptions, issues, or risks, and confirm that their proposal is accurate. The state’s objective is to have the services completed on time, without any cost increases, in a timely and efficient manner, and with high customer satisfaction. It is the offeror’s responsibility to ensure that the offeror understands the state’s expectations. The offeror is at risk, and part of the risk is understanding the state’s expectations.

The offeror will be required to pre-plan the project in detail to ensure that there are no surprises, and to prepare a negotiation document (which will be incorporated into the contract), containing at a minimum the information as described below:

- a. Verify the Cost Proposal: Clarify the cost proposal. The offeror is expected, in good faith, to incorporate in and submit any additional data, supporting schedules, or substantiation reasonably required.

- b. Provide a Project Schedule: Prepare a high-level schedule of the project (with major milestones or tasks). If requested, prepare a detailed milestone schedule. This may include transition and implementation.
- c. Provide a Client Action Item Schedule: Prepare a schedule of any/all activities, actions, or decisions needed from the state (including specific due dates and client names responsible for the activities). This must be a separate document from the overall project schedule. This should be provided in a very simple format. Identify the roles and responsibilities of the state or its personnel
- d. Align Expectations: Coordinate the project/service (schedule, cost, activities) with all critical parties (subcontractors, consultants, suppliers, manufacturers, networks, etc.). Create a detailed project plan. Review any unique technical requirements with the state.
- e. Key Assumptions: Provide a summary of the major assumptions that have been made in preparing the proposal. This should include items/tasks that the offeror has assumed the state will perform, items/tasks required from the state, and items/tasks that have not been included in the proposal (items that the offeror feels are outside the scope of work). This should also include any critical expectations or responsibilities that the offeror has of the state, state personnel, or other parties/organizations that are not contracted to by the offeror.
- f. Risk Mitigation Approach: Identify all risks, activities, or concerns that may be unforeseen or not within the control of the offeror. This should include everything (realistically) that may prevent the offeror from being successful on this project. This may include: contractor risks, designer risks, owner risks, other party risks, and unforeseen risks. Identify if there are any strategies to mitigate these items. Provide a plan of how unforeseen risks will be managed. Identify what (if anything) concerns you the most, or is very unique about this project
- g. Financial Resources and Responsibility: Provide necessary information on the offeror's ability to meet its financial obligations. Financial analysis includes and is not limited to standard accounting ratio analysis. Offeror will be required to provide the most recent three years audited financial statements (Balance Sheet, Income Statement, and Cash-Flow Statement), including notes to the financial statements or the period of the company's existence, if shorter. Provide the most recent interim financial statements. Required if the latest available financial statement date is six months or more than the RFP document submission date. Interim financial statements must be signed and attested to by an authorized officer as a fair representation, in all material aspects, of the company's financial condition in accordance with generally accepted accounting principles. Provide any subconsultant's financial stability information and qualifications of the subconsultant's key personnel (if the subconsultant will perform at least 25% of the work). The state may request clarifications or additional documentation, other than the aforementioned documents as stated above. However, no request by the offeror to submit additional information for re-evaluation of financial resources and responsibility will be accepted.
- h. Provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP. If requested, provide resumes on all key personnel.

- i. Provide any additional requested documentation: Provide a detailed project/work plan, past and current client references, staffing plans, contracts, insurance, background checks, additional references and reference information, etc.

The potential best-value offeror will be required to conduct and participate in several meetings throughout the negotiation period. At a minimum, the state will require the offeror to conduct a kickoff meeting at the beginning of the negotiation period. The offeror will lead the kickoff meeting and is expected to be prepared to present the following information:

- Description of their plan for project execution and management
- High level schedule for project delivery
- Address any major concerns provided by the state
- Address all project assumptions
- Identify major risks to project delivery (focusing on risks that the offeror does not directly control) and the associated risk mitigation strategy. Clearly identify any information or actions needed from the state to support successful project delivery.
- Propose a schedule for items that must be reviewed in detail and resolved during the negotiation period.

The potential best-value offeror will be required to hold a final summary meeting at the end of the negotiation period. This meeting is to present a summary of the final details that were discussed and resolved during the negotiation period. The offeror will lead the meeting to present the entire proposal, project execution plan, and identified risks and mitigation plans.

The state reserves the right at its sole discretion to negotiate with the potential best-value offeror during the negotiation period. This may include, but is not limited to, modifying the scope of the project (time, cost, quality, expectations, etc.). However, modifications may not be made to the extent it would have an effect on the ranking of proposals. An invitation to the negotiation period does not constitute a legally binding offer to enter into a contract on the part of the state to the offeror. At any time during the negotiation period, if the state is not satisfied with the progress being made by the invited offeror, the offeror fails to provide the information in a timely manner, fails to negotiate in good faith, indicates they cannot perform the contract within the budgeted funds available for the project, or if the offeror and the state fail to agree to terms or fail execute a contract, the state may terminate the negotiation period activities and then commence or resume a new negotiation period with an alternative offeror.

SEC. 5.11 OFFEROR NOTIFICATION OF SELECTION

If the state and offeror are able to agree to terms and successfully complete the negotiation period, the procurement officer will issue a written Notice of Intent to Award and send copies of that notice to all offerors who submitted proposals. The notice will list the names of all offerors and identify the offeror selected for award.

SECTION 6. GENERAL PROCESS AND LEGAL INFORMATION

SEC. 6.01 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

Prior to the award of a contract, an offeror must hold a valid Alaska business license. Offerors should contact the **Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing** for information on these licenses. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- copy of an Alaska business license
- certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal
- a canceled check for the Alaska business license fee
- a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- a sworn and notarized statement that the offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game,
- liquor licenses issued by Alaska Department of Revenue for alcohol sales only,
- insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance, or
- Mining licenses issued by Alaska Department of Revenue.

Prior to the deadline for receipt of proposals, all offerors must hold any other necessary applicable professional licenses required by Alaska Statute.

SEC. 6.02 STANDARD CONTRACT PROVISIONS

The offeror will be required to sign the state's Standard Agreement Form for Professional Services. This form is attached to the RFP for your review (Attachment 4 -Standard Agreement Form). The contractor must comply with the Appendix A contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law, and the state reserves the right to reject a proposal that is non-compliant or takes exception with the contract terms and conditions stated in the Agreement. Any requests to change language in this document (adjust, modify, add, delete, etc.), must be set out in the offeror's proposal in a separate document. Please include the following information with any change that you are proposing:

- 1) Identify the provision that the offeror takes exception with.
- 2) Identify why the provision is unjust, unreasonable, etc.

- 3) Identify exactly what suggested changes should be made.

SEC. 6.03 BUSINESS ASSOCIATE AGREEMENT (BAA)/INFORMATION SECURITY AGREEMENT (ISA)

The State has a standard BAA that is included in IT-related contracts that involve Personal Health Information (PHI) covered under the Health Insurance Portability and Accountability (HIPAA) Act. This BAA will be included in the fully executed contract and is attached along with this RFP as HIPAA BAA. Similar to Section 6.02, any request to change language in Section 1 of this document must be set out in the offeror's proposal in a separate document. Any changes must be approved by the DOH Security Office and the Department of Law.

To further ensure the State meets its legal obligations regarding Protected Health Information and other confidential information, the BAA contains another section (Section 2) titled Department of Health HIPAA and HITECH Information Security Agreement (ISA). Note that ISA section is non-negotiable and if there is any conflict between the ISA section and the BAA section, the ISA prevails. Agreement with the ISA provisions is also required in order for the contractor pass the security assessment process indicated in Section 3.04.

SEC. 6.04 QUALIFIED OFFERORS

Per 2 AAC 12.875, unless provided for otherwise in the RFP, to qualify as an offeror for award of a contract issued under AS 36.30, the offeror must:

- 1) Add value in the contract by actually performing, controlling, managing, or supervising the services to be provided; or
- 2) Be in the business of selling and have actually sold on a regular basis the supplies that are the subject of the RFP.

If the offeror leases services or supplies or acts as a broker or agency in providing the services or supplies in order to meet these requirements, the procurement officer may not accept the offeror as a qualified offeror under AS 36.30.

SEC. 6.05 PROPOSAL AS PART OF THE CONTRACT

Part or all of this RFP and the successful proposal may be incorporated into the contract.

SEC. 6.06 ADDITIONAL TERMS AND CONDITIONS

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

SEC. 6.07 HUMAN TRAFFICKING

By signature on their proposal, the offeror certifies that the offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/trafficking-in-persons-report/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive or cancel the contract.

SEC. 6.08 RIGHT OF REJECTION

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The procurement officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counter-offer and the proposal may be rejected.

Minor informalities that:

- Do not affect responsiveness;
- Are merely a matter of form or format;
- Do not change the relative standing or otherwise prejudice other offers;
- Do not change the meaning or scope of the RFP;
- Are trivial, negligible, or immaterial in nature;
- Do not reflect a material change in the work; or
- Do not constitute a substantial reservation against a requirement or provision;

may be waived by the procurement officer.

The state reserves the right to refrain from making an award if it determines that to be in its best interest. **A proposal from a debarred or suspended offeror shall be rejected.**

SEC. 6.09 STATE NOT RESPONSIBLE FOR PREPARATION COSTS

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

SEC. 6.10 DISCLOSURE OF PROPOSAL CONTENTS

This section governs the ownership, return, and disclosure of any offer or other record an offeror submits in response to this request for proposals. (Herein, any reference to “Record” includes all such records and the offer; any reference to “Law” includes any federal or State of Alaska (State) law, including any court or administrative order or rule.)

1. All Records belong to the State.
2. The State has sole discretion regarding whether to return any Record. In exercising this discretion, the State will comply with all Laws.
3. Unless a notice of intent to award is issued, the State will, to the extent permitted by Law, consider all Records confidential and not subject to the Alaska Public Records Act (APRA).
4. If and when a notice of intent to award is issued, the State will consider nonconfidential any Record unless, at the time of submission, the offeror undertook the following protective measures:
 - a. marked information confidential;
 - b. for any information marked confidential, identified the authority that makes that specific information confidential; and

- c. committed, in writing, to explain in detail, including with affidavits and briefs, why each authority applies in any court or administrative proceeding in which any nondisclosure is challenged.
5. If the offeror did not undertake each protective measure, the State will not consider any information in a Record confidential: the State will disclose the entire Record without any redaction in response to an APRA or other request or, if it chooses, in the absence of a request and the State will disclose the entire Record without notifying the offeror.
6. If the offeror undertook each protective measure, the State will withhold the information marked confidential to the following extent:
 - a. the State agrees that the Law protects the information; and
 - b. if the nondisclosure is challenged, the offeror fulfills its commitment to explain, including with affidavits and briefs, how each authority applies to the information marked confidential.
7. The State will only notify an offeror of a request for the Record and of a planned release if the offeror undertook each protective measure, but the State disagrees that the marked information is protected. If there is such a disagreement, then before releasing the Record, the State will, to the extent permitted by Law and practicable, notify the offeror that it will disclose the information unless the offeror convinces the State not to or obtains an order prohibiting disclosure.

SEC. 6.11 ASSIGNMENT

Per 2 AAC 12.480, the offeror may not transfer or assign any portion of the contract without prior written approval from the procurement officer.

SEC. 6.12 DISPUTES

A contract resulting from this RFP is governed by the laws of the State of Alaska. If the offeror has a claim arising in connection with the agreement that it cannot resolve with the state by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – AS 36.30.632. To the extent not otherwise governed by the preceding, the claim shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

SEC. 6.13 SEVERABILITY

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

SEC. 6.14 SUPPLEMENTAL TERMS AND CONDITIONS

Proposals must comply with Sec. 6.08 Right of Rejection. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and

If the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

SEC. 6.15 SOLICITATION ADVERTISING

Public notice has been provided in accordance with 2 AAC 12.220.

SEC. 6.16 SITE INSPECTION

The state may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

SEC. 6.17 CLARIFICATION OF OFFERS

Prior to the negotiation period detailed in RFP Section 5.10, in order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

SEC. 6.18 DISCUSSIONS WITH OFFERORS

Prior to the negotiation period detailed in RFP Section 5.10, the state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the procurement officer or the PEC. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the procurement officer may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

SEC. 6.19 FEDERALLY IMPOSED TARIFFS

Changes in price (increase or decrease) resulting directly from a new or updated federal tariff, excise tax, or duty, imposed after contract award may be adjusted during the contract period or before delivery into the United States via contract amendment.

- **Notification of Changes:** The offeror must promptly notify the procurement officer in writing of any new, increased, or decreased federal excise tax or duty that may result in either an increase or decrease in the contract price and shall take appropriate action as directed by the procurement officer.
- **After-imposed or Increased Taxes and Duties:** Any federal excise tax or duty for goods or services covered by this contract that was exempted or excluded on the contract award date but later imposed on the

offeror during the contract period, as the result of legislative, judicial, or administrative action may result in a price increase provided:

- a) The tax or duty takes effect after the contract award date and isn't otherwise addressed by the contract;
 - b) The offeror warrants, in writing, that no amount of the newly imposed federal excise tax or duty or rate increase was included in the contract price, as a contingency or otherwise.
- **After-relieved or Decreased Taxes and Duties:** The contract price shall be decreased by the amount of any decrease in federal excise tax or duty for goods or services under the contract, except social security or other employment taxes, that the offeror is required to pay or bear, or does not obtain a refund of, through the offeror's fault, negligence, or failure to follow instructions of the procurement officer.
 - **State's Ability to Make Changes:** The state reserves the right to request verification of federal excise tax or duty amounts on goods or services covered by this contract and increase or decrease the contract price accordingly.
 - **Price Change Threshold:** No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds \$250.

SEC. 6.20 PROTEST

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- the name, address, and telephone number of the protester;
- the signature of the protester or the protester's representative;
- identification of the contracting agency and the solicitation or contract at issue;
- a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The procurement officer will issue a written response to the protest. The response will set out the procurement officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All offerors will be notified of any protest. The review of protests, decisions of the procurement officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

SECTION 7. ATTACHMENTS

SEC. 7.01 ATTACHMENTS

Table 9: Attachments contains all the attachments mentioned in this RFP.

TABLE 9: ATTACHMENTS

Attachment Title	Description
Attachment 1	Submittal Form A – Offeror Information Submittal Form B – Service Approach Submittal Form C – Mandatory Requirements Submittal Form D – Subcontractors
Attachment 2	Submittal Form E – Cost Proposal
Attachment 3	Requirements Traceability Matrix
Attachment 4	Standard Agreement Form
Attachment 5	Service Level Agreements
Attachment 6	Business Associate/Information Security Agreement
Attachment 7	Non-Disclosure Agreement and Intent to Propose for RFP
Attachment 8	CMS intake form template containing Outcomes and Metrics
Attachment 9	Federal Regulations
Attachment 10	Reference Form