STATE OF CONNECTICUT
OFFICE OF THE HEALTHCARE ADVOCATE
STATE INNOVATION MODEL PROGRAM MANAGEMENT OFFICE

REQUEST FOR PROPOSAL (RFP) FOR CONSULTATION SERVICES

SECOND Addendum

RELEASE DATE – 082614

The SIM PMO's official responses to questions submitted as of 3 p.m., August 25, 2014 are provided below. We anticipate issuing additional responses later in the week. We intend to issue a final set of responses no later than September 2nd.

1. Regarding Communications and Stakeholder Engagement, is the Respondent required to develop a strategic communication and stakeholder engagement plan by the end of the initial engagement?

   Response: The State has an immediate need to undertake stakeholder engagement activities such as those referenced in the plan. A short term plan will be needed to support activities beginning in October. The Respondent may propose a more extensive stakeholder engagement planning process that would occur simultaneously, with a special focus on consumer engagement and be concluded by the first quarter of SFY15.

   Note that the PMO has substantial established vehicles for stakeholder engagement in its current Governance structure. The proposed activities would be supplementary and oriented toward maximizing successful implementation of our proposed model test.

2. Is the Respondent required to develop the strategic outreach plan AND identify the resources needed to execute that plan as well?

   The Respondent will not be required to identify all needed resources. The plan will need to be achievable within available PMO resources including those pursuant to a SIM model test grant award. We anticipate contracting with a program coordinator to support consumer engagement in late fall 2014. A complete list of proposed resources can be found in the budget narrative and operational plan of our grant application at: http://www.healthreform.ct.gov/ohri/cwp/view.asp?a=2741&q=335460.

3. Should pricing information (named resources and estimated hours) be based on the creation of the plan only or the creation and execution of the plan?

   Response: Pricing should at a minimum be based on the creation of the plan. You may also propose a role for the Respondent in execution, which would be subject to negotiation. There are uncertainties in the current environment as to when the PMO will be able to onboard staff dedicated to communications and stakeholder engagement. We anticipate contracting with a program coordinator to support consumer engagement in late fall 2014. We anticipate hiring the full complement of PMO staff proposed in our application by March 2015.

4. The deadline for RFP questions is August 27th with responses returned August 20th or after. The answers to questions submitted August 27th would at the earliest be available on August 28th, allowing offerors 3 working days to address any answers that may impact a proposal submission. Is it possible to extend the proposal deadline of September 4th to help offerors revise proposals to meet any RFP amendments or clarifications received after August 27th?

Response: Respondents are advised to raise substantive questions early in the process so that responses will be received well in advance of the proposal due date.

Questions 5 through 8 pertain to the following section of the RFP:

Sections:
II. Required Service Components
A. Change Leadership and Management
1. Meeting Facilitation and Support
Conduct regular meetings with work groups
1. "This includes approximately 6 meetings of each work group through January 2015, with monthly or bi-monthly meetings thereafter. We anticipate that each work group will have up to 6 ad hoc design group sessions to focus on special issues."

5. The RFP states that the awardee will support the Equity and Access council. Are the meetings identified in the item above for how many other workgroups? What is the potential universe of workgroups that the awardee should anticipate supporting? How should this potential increase in support be reflected in the cost proposal?

   Response: Respondents may assume for this proposal that they will support a minimum of four workgroups and also provide a cost for additional workgroups. Respondents should note any limitations on the number or type of workgroups that the Respondent can support.

6. Is there funding to support the increase in scope?

   Response: The answer to this question is dependent on a variety of factors that cannot be specified with certainty at this time.

7. What is the anticipated level of effort for this opportunity?

   Response: The Respondent should reference the RFP narrative and set forth assumptions necessary to support their proposed level of effort.

8. Is the cost of material duplication included in the hourly rate? Should this be separated out of the hourly rate?

   Response: Material duplication and other production costs may be separated out of the hourly rate. If the Respondent chooses to include these costs in their rate, they should clearly state associated limitations and/or assumptions.

Questions 9 through 16 pertain to the following section of the RFP regarding Communications and Stakeholder Engagement:

"The Respondent will develop and implement communications and public relations strategies and methods (e.g. presentations, website, learning collaborative portals, blogs, articles, branding/messaging, speaking events, conferences and media) to educate and inform the public, policymakers, and stakeholders. The Respondent will support consumer empowerment strategies by maximizing the utility of the Consumer Advisory Board and ensuring consumer-centric communications. The Respondent may participate with state staff in larger stakeholder engagement and informational forums."

9. Will site and portals exist as add-ons to existing state sites or be developed separately as freestanding new entities?

Response: We intend to use existing state sites. The SIM website address is www.healthreform.ct.gov.

10. What features and functionality should the website have?

    Response: This has not yet been fully determined. It should be noted that all information posted on state web sites must be ADA compliant. Additional information on the state's portal can be found here: http://www.ct.gov/best/cwp/view.asp?a=4260&q=505822.

11. How many users will access this portal?

    Response: This question is not clear. Our website currently interfaces with the public without limitation.

12. Does the portal have a database that registers and stores user information such as log in and password?

    Response: Yes, the state portal does have registration capability; however, registration is not required to access information on the site. Registration can be required for certain web activities, such as sign up for training opportunities.

13. Does this portal or website require security features?

    Response: The state is currently in the process of transferring to a new portal system. At this time we do not anticipate that sites will require any security features in addition to what currently exists.

14. Are redundant/fail-safe backups necessary?

    Response: All web sites on the state portal are backed up by and in accordance with Bureau of Enterprise and Systems Technology protocol.

15. Is there a language platform these are required to be built within? Dot Net, Drupal etc.?

    Response: The state uses DSF Editor to create and maintain its web portal but is currently migrating to a new system. Please use the link referenced in question 10 for information on the state's web portal.

16. How extensive will the site and portal be?

    Response: This has not yet been determined.

17. Will the branding and messaging be subjected to Quantitative testing? If yes, is it the responsibility of awardee to set up, facilitate these focus groups and provide consolidated findings? How many participants/locations and groups would be necessary to ensure an adequate sample set? If revisions are made because of findings at this stage, will materials need to be re-tested?

    Response: We do not anticipate that our budget will be sufficient to support quantitative testing.

18. For the presentations, will there be more than what is required for the 6 initial meetings and the bi-monthly meetings between February 2015 and June 2015?

    Response: Yes. This section of the RFP is not referring to the work group sessions.

19. How should the cost of duplication services be handled in the cost proposal? Is there a separate budget or should that be included in the all-inclusive price?

    Response: See response to question #8.

Questions 20 through 22 pertain to the following section of the RFP:

Program Organization and Management
"The Respondent will provide miscellaneous organizational and management support as the PMO develops its organizational structure and recruits personnel. Such support may include but is not limited to assistance with:
• setting program goals and objectives
• developing PMO business processes,
• developing and administering the project plan
• defining, initiating, planning, executing, and monitoring subprojects,
• identifying, tracking and resolving issues,
• coordinating with other state agencies and key stakeholders,
• preparing reports on planning and progress of subprojects,
• analyzing, evaluating and interpreting data, and
• developing and managing grant related operational protocols and quarterly reporting.
As PMO staff are hired during the course of SFY15, consultant services may be reduced as appropriate to avoid duplication."

20. What is the status and compilation of the SIM Evaluation Team?

    Response: Current information regarding the evaluation is summarized in the SIM Test Grant application, which is available at http://www.healthreform.ct.gov/ohri/cwp/view.asp?a=2741&q=335460.

21. How will the SIM Evaluation Team participate in the PMO program evaluation efforts?

    Response: See above.

22. Does the Project Director intend to enter formal arrangements for or contract out program evaluation services?

    Response: See above.

Questions 23 through 25 pertain to the following section of the RFP.

Section:
V. Response Contents
B. Component Two: Qualifications and Approach
4. Evidence of Qualified Entity
"…provide written assurance to the PMO from its legal counsel that it is qualified to conduct business in Connecticut …."

23. What do we need to be qualified to do business in Connecticut for proposal submission?

    Response: A business becomes qualified to do business in Connecticut when they are registered with the Secretary of the State. Under Connecticut law, corporations (both stock and non-stock), limited partnerships, limited liability companies, limited liability partnerships and statutory trusts formed outside of Connecticut must obtain a certificate of authority from the Secretary of the State and pay a statutory fee before transacting business in Connecticut. There is a 90-day grace period for foreign corporations to obtain a certificate of authority. Registered businesses must also file a biennial report with the Secretary of the State's office.

An out of state company – whose by-laws, articles of incorporation or the law under which it is incorporated DO NOT prohibit doing business in the State of CT would be qualified to do so following their registration with the Secretary of the State.

Additional requirements to do business with the state can also be found on the Department of Administrative Services web site at http://das.ct.gov/cr1.aspx?page=256. Additionally, you may view DAS's brochure on doing business with the state here: http://das.ct.gov/Purchase/vendor%20broch.pdf.

24. What do we need to be qualified to do business in Connecticut upon contract award?

    Response: Please see response to question 23.

25. Can this assurance be signed by in-house council

    Response: Yes

26. "The PMO prefers a consultative arrangement in which one or more members of the consultation team are co-located at the PMO (450 Capitol Avenue in Hartford, CT) for all or a portion of their time." Is there a minimum on-site requirement?

    Response: No

27. What is the amount budgeted for this project?

    Response: The amount will be contingent on the negotiated scope.

28. "The Respondent will develop and implement communications and public relations strategies and methods (e.g. presentations, website, learning collaborative portals, blogs, articles, branding/messaging, speaking events, conferences and media) to educate and inform the public, policymakers, and stakeholders." Would the vendor be required to provide strategies and methods for the State to implement, or would the vendor be implementing them?

    Response: See response to question #3.

29. Is the expectation that the vendor will develop public relations to post on the existing website or develop a website?

    Response: Our intent is to use the State's website.

30. What is the expectation regarding how the vendor will work in cooperation with State staff responsible for managing public affairs?

    Response: The SIM PMO does not currently have staff responsible for managing public affairs. There are uncertainties in the current environment as to when the PMO will be able to onboard staff dedicated to communications and stakeholder engagement. We anticipate contracting with a program coordinator to support consumer engagement in late fall 2014. We anticipate hiring the full complement of staff proposed in our application by March 2015. We will work with the Respondent to ensure the efficient coordination of activities between the Respondent and new PMO staff as they are hired.

31. What other vendors have been hired to work on this effort or related efforts?

    Response: Currently, there are no other vendors hired to work on this effort. The SIM PMO does have a Memorandum of Agreement (MOA) with the UConn School of Pharmacy to provide support for the Practice Transformation Task Force through December 31, 2014.

32. How well defined are current program goals and objects? How well defined are current PMO business processes? Can they be shared with vendors?

    Response: Current information regarding program goals and objectives can be found in our grant application at http://www.healthreform.ct.gov/ohri/cwp/view.asp?a=2741&q=335460. The PMO is a new office located within the Office of the Healthcare Advocate, with few established business processes.

33. Page 22 of the ITB states that the respondent shall describe its intention to set aside a portion of this contract for a small, minority, or women's business enterprise as a subcontractor. Does the subcontractor need to be identified in the proposal or can that information be stated after contract award?

    Response: The Respondent shall describe its intent in its response. If a qualified subcontractor has not been identified as of the proposal submission, the subcontractor can be identified after contract award.

34. What number (or range) of FTE project management staff are estimated to be required to fill the scope?

    Response: This information is unavailable.

35. We recognize that the state has several identified Subject Matter Experts identified to work on SIM. Will Subject Matter Experts -- distinct from project management staff -- be required of the contractor? If so, should the bidder include SMEs in all areas covered by the SIM or in specific areas? If so, what areas?

    Response: It is our belief that work group facilitation is most effective when the facilitation team includes individuals with expertise in the work group content. In this case, the content includes quality measurement (Quality Council); analytic methods such as are used in program integrity functions (Equity and Access Council); primary care transformation, clinical integration, technical assistance, and learning collaboratives (Practice Transformation), workforce, health information technology. We currently have a lead facilitator for the Practice Transformation Taskforce; however, the Respondent may supplement this team.

36. Is there an incumbent for this RFP?

    Response: No.

37. Is this RFP for an add-on to the existing partner's team or for replacement?

    Response: The SIM PMO does not currently have a private sector contracted team. The SIM PMO does have a relationship with the University of Connecticut and University of Connecticut Health Center related to the evaluation and facilitation of the Practice Transformation Taskforce. No decision has been made with respect to long term responsibility for facilitation of the Practice Transformation Taskforce.

38. Does the SIM PMO have an estimate on number of FTE required to accomplish the tasks mentioned in the RFP?

    Response: No.

39. Can we get clarification on what is meant by the term "Adaptive Team" mentioned in II.A paragraph 1?

Response: An adaptive team is one that can readily adapt to changing needs and circumstances.

40. What is the anticipated frequency of meetings to be facilitated as part of the RFP?

    Response: As noted on page 8 of the solicitation: "Includes approximately 6 meetings of each work group through January 2015, with monthly or bi-monthly meetings thereafter. We anticipate that each work group will have up to 6 ad hoc design group sessions to focus on special issues."

41. On Page 7 under Conduct of Workgroups "Provide or arrange for necessary subject matter expertise. " If arranged, would this be considered separate billable work outside proposed structure?

    Response: The Respondent should propose what subject matter expertise they anticipate will be required and associated costs, whether part of the proposed team or a subcontractor.

42. In order to prevent proposing duplicate work/resource, can SIM PMO share the hiring plans for PMO staff for SFY15?

    Response: Current information regarding proposed SIM related PMO and state agency staffing structure and subcontractors can be found in the budget narrative and operation plan of our grant application at: http://www.healthreform.ct.gov/ohri/cwp/view.asp?a=2741&q=335460.

43. I am trying to access a link that was embedded in the following procurement: State Innovation Model Program Management Office RFP for Consultation Services

    Here is the text from the RFP.

    C. Contractor Obligations.
    1. Cost Standards. The Contractor and funding state Agency shall comply with the Cost Standards issued by OPM, as may be amended from time to time. The Cost Standards are published by OPM on the Web at http://ct.gov/opm/fin/cost_standards.

    Can you please send me the document or tell me where I can find it?

    Response: The correct link is as follows: http://www.ct.gov/opm/cwp/view.asp?a=2981&Q=382994&opmNav_GID=1806#Cost_Standards