



Date of Issuance: 03/29/19

Solicitation No. 8070000045

Requisition No. 8070001098

Amendment No. 2

Hour and date specified for receipt of offers is changed:  No  Yes, to: \_\_\_\_\_ CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

**ISSUED BY and RETURN TO:**

**U.S. Postal Delivery:**

Office of Management and Enterprise Services  
Central Purchasing 5005 N. Lincoln Blvd. Oklahoma  
City, OK 73105

Robert Goad  
Contracting Officer

405 - 522 - 5103  
Phone Number

or

**Personal or Common Carrier Delivery:**

Same

Robert.Goad@omes.ok.gov  
E-Mail Address

**Description of Amendment:**

a. This is to incorporate the following:

Questions and Answers

1. The RFP mentions a webinar presentation scheduled for Wed., March 6. Would you please provide the time and webinar details for interested vendors?  
A.) Amendment#1 was submitted to speak to this.  
Non-Mandatory Pre-Bid Webinar information:  
When: Mar 6, 2019 10:00 AM Central Time (US and Canada)  
Please register for the meeting: <https://okhca.zoom.us/webinar/register/0e2120deb599e1d84ac87b605f06faf5>  
After registering, you will receive a confirmation email containing information about joining the webinar.
2. How will proposal responses be scored and what is the scoring formula?  
A.) Proposals will be evaluated using Best Value Criteria as described in 74 Okla. Stat. §85.2.
3. Will responses to each scope of work category be evaluated and scored separately? Should bidders submit separate proposals in response to each scope of work category?  
A.) Please submit response's in accordance with C.7 of the RFP.
4. What is the State's methodology for calculating estimated program savings resulting from Contractor services?  
A.) Bidders are to propose a methodology for calculating program savings, as specified in RFP Attachment 5, item 12. Bidders that are responding to more than one scope-of-work category must submit a separate methodology for each category.

The OHCA will review the proposed methodology or methodologies as part of the proposal evaluation process. The OHCA may require changes to a methodology as part of the negotiation process with a prospective contractor.

The contractor will be responsible for providing evidence of savings in accordance with the approved methodology. The OHCA retains the sole authority to determine that satisfactory documentation has been provided and that the methodology and calculations are being applied correctly to determine program savings.

5. What is the payment structure of the contract? If program savings are not achieved, is the Contractor reimbursed for any services? Or are all payments contingent on achieving program savings?  
A.) The payment structure and process are described in Section B.5 of the RFP.

Contract payments within the first year of the contract will not be contingent on a demonstration of savings. However, 20 percent of total contract payments in Year 1 must be included in the calculation of net savings for each of the subsequent contract renewal years.

6. Based on the State's eligibility verification process today, how many individuals are found ineligible at the time of application? How many are found ineligible at the time of redetermination? How many are found ineligible on a quarterly or other periodic basis?  
A.) A monthly average of 13,935 found ineligible at time of application.  
A monthly average of 8,837 found ineligible at time of redetermination.  
An average of 1,307 monthly are found ineligible due to DX processes.

7. What is the anticipated monthly volume of outreach to members or third parties to collect additional/current information?  
A.) OE processes an average of 396,171 updates from 3rd parties monthly, leading to 1,307 average monthly members contacted.

8. What is the anticipated monthly volume of support for eligibility appeals and Fair Hearing processes?  
A.) A monthly average of 2 appeals.

9. Will the Contractor be responsible for checking the existing OHCA data sources for each eligibility criterion prior to awarding assistance and on a quarterly basis for each individual? Or, is the Contractor only responsible for checking against any additional data sources the Contractor is bringing?  
A.) Scope-of-work categories 1 and 2 are for bidders proposing data sources or analytic tools to supplement the OHCA's sources and/or tools. This would not include checking existing data sources.

Scope-of-work category 4 is available for bidders proposing verification and business support services. This could encompass checking existing data sources, along with whatever additional verification and support services the bidder is proposing to offer.

10. What is the average monthly number of new applicants?  
A.) A monthly average of 59,243

11. When should the quarterly verifications be run? The first month of each quarter or spread across the quarter (1/3 of the population each month)?  
A.) Any passive data stream can be run ad-hoc or on a quarterly bases. Depending on the information received OHCA can work with the vendor to choose the method that produces the best results without major impact to operational processes.

12. Will exclusions to provide technical diagrams be granted to illustrate workflow of a proposed solution? (Would the state make accommodations to allow technical diagrams specific to Oklahoma proposed solutions?) Please clarify if illustrations, graphs, etc. are permitted in the response documents.

Noting contradicting terms below for clarification:

RFP Section C – Instructions to Bidders

C1. General Information, 4.b: Bidder shall submit sketches, descriptive literature, and/or complete specifications with their Bid.

C.7 Proposal Response Requirements

2. The font shall be Times New Roman, and the type size shall not be smaller than 8 point for charts and tables and 12 point for all other submissions. The top, bottom, left and right margins shall be at least one inch, excluding headers and footers. All pages must be numbered.

3. The Bidder shall not submit any items other than those requested in the Attachments/forms. If the Bidder submits marketing material, illustrations, extra pages or narrative, etc., the proposal may be considered non-responsive. The additional information will not be considered in the evaluation.

#### Attachment 2 – Proposal Response

2. Did you use the templates provided in this RFP without any modifications, color, font changes, and illustrations or similar? Yes or No (box to check)

A.) Bidders may submit technical and/or workflow diagrams to illustrate the design and function of the proposed solution. Generic marketing materials, extra pages and or narrative are not permitted.

13. A.1 – 3 (Goals) – Identity Authentication Process (p.2 of RFP)

Would the agency consider in addition to a knowledge based quiz, the use of additional tools that assess the device(s) used by the applicant?

A.) Yes

14. A.1 – 6 (Budget) – Projection of Cost Savings (p.3 of RFP)

Does the agency have a cost savings projection methodology that it can share?

A.) No.

15. Since front-end detection will prevent improper payments (which in Medicaid could be small or large) then:

1. How does the agency intend to calculate the savings amount when identity fraud is detected and averted? Average annual payment per recipient?

A.) The savings calculation methodology is proposed by the bidder.

16. 2. How long in the future will the preventive savings be projected? One time, a year? Ongoing?

A.) The savings calculation methodology is proposed by the bidder.

17. A.1 – 6 (Budget) (p.3 of RFP)

This section specifies that contract payments in the first year will not be contingent on demonstrated savings. If a vendor DOES realize savings during the first year, will that savings be counted/credited towards savings for the whole project – across all years?

A.) Yes

18. A.2 Project/Program Overview: Table 1 (p.9 of RFP)

Concerning “Eligibility status in other state-administered public assistance programs”: will OHCA please comment on the use case for this cross-program match? What are OHCA’s goals in matching Medicaid recipients to enrollment in other state programs. Also: will OHCA please provide the programs to be included in this service – and the associated enrollment volumes for each?

A.) o prevent duplication of benefits OHCA uses a client matching software to ensure members are not receiving more than one benefit program for Medicaid. Receiving other state-administered programs in Oklahoma does not prevent you from receiving Medicaid benefits. Should there be an option to improve our process on duplication prevention through a data exchange we encourage responses with examples.

19. C.7 Proposal Response Requirements (p.6-8)

In Section C.7 of the RFP, OMES details the structure and contents of responding proposals. However, the RFP also contains OMES-FORM-CP-076 (08/2017) and OMES Vendor Payee Form 07/26/2017. These do not appear to be referenced in the outline given on pages 6 through 8. Are these forms required to be completed for a compliant response? If so, where in the response does OMES wish vendors to place them?

A.) Yes, please include the completed forms to complete a proposal response.

20. General reference) – Medicaid Eligibility Determination System

Who operates the current Medicaid Eligibility Determination system for Oklahoma Medicaid? Is that SXC?

A.) DXC Technology

21. (General) RFP indicates OHCA wants an identity-based quiz at time of application  
It is highly likely that the current body of currently eligible recipients includes individuals whose identities have already been stolen and who are committing fraud against Oklahoma Medicaid. Is the agency interested in an investigative tool to identify and those recipients for possible civil or criminal action?  
A.) Bidder may propose this service in Attachment 5 Technical Narrative in question 13 Value-Added Services.

22. The RFP invites bidders to propose combinations of services to fill gaps in Oklahoma's current-state of eligibility operations. Can bidders propose layers of options within each category that can be selected interchangeably? (How should bidders delineate between "basic" and "optional" components of their offer – from a costing perspective.)

For example: Category 3 requests Identity Authentication services, and specifically mentions a Knowledge-based authentication style "quiz" to perform this authentication. Such a quiz is a legitimate authentication method, but it is certainly not the only method, especially in a digital, online environment. Could a bidder propose a "basic" response to Category 3 along with optional layers of authentication services that could defend against identities' behavior online and via various devices as part of an "optional" service, available at Oklahoma's direction. How would a bidder delineate between basic and optional within the pricing attachment?

A.) Bidder shall itemize services in the 'Other (specify)' columns and corresponding prices in the price proposal. OHCA shall choose to accept or negotiate the reduction or elimination of the itemized charge prior to contract award.

23. Do full staffing requirements apply to vendors who only propose to fill particular data gaps, or perform limited components of this project's overall scope?  
A.) The Project Director is required permanently throughout the contract, but is not required to be 100% dedicated to the Oklahoma Health Care Authority account.

The Project Manager is required during system implementation, and as needed during the life of the contract. The Project Manager is not required to be 100% dedicated to the Oklahoma Account.

24. Can Oklahoma please comment on the nature of how multiple awards will be handled over the course of this project. Will there be a "primary" contractor among those selected who will serve as some sort of integration point – or will OHCA directly manage each vendor independently?  
A.) Because OHCA does not know how vendors will propose solutions, this shall be determined during the evaluation of submitted proposals.

25. Will OHCA award one vendor per Category of service?  
A.) More than one contract may be awarded per each category.

26. The RFP states that "Contract payments within the first year of the contract will not be contingent on a demonstration of savings. However, 20 percent of total contract payments in Year 1 must be included in the calculation of net savings for each of the subsequent six contract renewal years." Is this to mean that for example, if Year 1 price were \$1.0M and Year 2 price were \$1.0M, then the savings in Year 2 must meet or exceed \$1.2M?  
A.) Yes

27. For contract Year 2 and beyond, please explain how payments will be calculated in the event that savings are less than contract costs. For instance, if a vendor's total expenses are \$900K with an additional OH/Margin of \$100K for a total price of \$1.0M in Year 2; and 20% of Year 1 is an additional \$200K, then Savings must meet or exceed \$1.2M. What would be reimbursed if the savings achieved were only \$900K, would the vendor forfeit all or part of their fee of \$100K? Please provide guidance as to how payment will be reconciled in an example such as this, and in general.  
A.) Yes

28. Will the cost and savings be evaluated on a cumulative basis when reconciling payment?  
A.) Yes

29. Regarding Identity Authentication services, please provide estimates for:

Daily peak volume (if applicable)  
Monthly or annual total volume of new applicants being screened  
Monthly or annual total volume of applicants being monitored on an ongoing or periodic basis  
A.) OHCA does not have information to support this question

30. Do you anticipate need for batch services regarding identity authentication?  
A.) OHCA mainly uses web services, but can accommodate for batch should the data constitute that need.

If so, please indicate estimated volumes and frequencies.  
A.) Depends on the data source, nightly is preferred

31. Regarding Identity Authentication services, do you anticipate need for web-based ad hoc searching by agency users?  
A.) Yes

If so, how many users would need access to a web-based tool?  
A.) That is unknown at this time.

32. An answer to earlier questions specified a monthly volume of 59,243 new applicants

Can OHCA please confirm that these are NEW applicants – or are these combined new applicants and renewals? Can OHCA please specify the number of renewals as well?

Of these volumes – what percentage of these applicants are OVER 18 years of age?  
A.) These are new applicants

33. Regarding cost savings and contingency volumes:

Do savings apply across the entire contract? Example: The selected vendor charges \$1 million per year over the full possible term of the contract (7 years). If the vendor's activity results in demonstrated savings of \$8 million in the first year of operation, is the budget-neutral, cost savings contingency calculation satisfied for the entire term?  
A.) Yes

34. In several places, the RFP indicates that the solutions offered in response to this RFP must be compliant with HIPAA standards. Other states in RFPs consider identity verification and authentication services to be outside the definition of Protected Health Information, as they have no bearing on the delivery of healthcare or treatment-related information. Can OHCA please provide a clarification whether the services that are limited strictly to identity verification and validation services must comply with the HIPAA standards.  
A.) The contractor shall be compliant with HITECH which protects Personally Identifiable Information (PII).

35. What is the average annual or monthly number of new applicants?  
A.) <http://www.okhca.org/research.aspx?id=87>

36. What is the average annual or monthly number of new applicants who are enrolled?  
A.) <http://www.okhca.org/research.aspx?id=87>

37. What is the average annual or monthly number of new applicants who are denied at the time of enrollment?  
A.) <http://www.okhca.org/research.aspx?id=87>

38. What is the average percentage of new enrollees who are later found to be ineligible?  
A.) <http://www.okhca.org/research.aspx?id=87>

39. RFP Item C.7.9 (p.6 of 8): "Each Section, as listed, should be organized in a logical order in the email submission." However, in C.7.5, proposal submissions are required to be provided on a flash drive and CD. No email address is given or mentioned. Does the State also wish for proposals to be sent via email? If so, will the State please provide the email address for submission?

A.) Section C.7.9 should read " Each Section, as listed, should be organized in a logical order in the sealed bid submission."

No email submission will be accepted for this solicitation.

40. The Security Certification Excel file includes sheets numbered from 0 to 30, with a gap from 24-27. Would you please verify that there are no sheets 24-27 for this RFP, or provide those sheets?  
A.) Tabs 24 through 27 are omitted on purpose and do not need to be completed by the responding bidder.
41. In table 3 Contractor Key Roles and Responsibilities it states for the Project Manager "Shall host bi-weekly onsite status meetings, monthly milestone meetings, as well as interim meetings as needed." Should the bidder interpret bi-weekly as every other week or twice a week?  
A.) Every other week.
42. In attachment six, item SCA 0-3 is "Will a non-resident individual or corporation of the US have physical or logical access to the system?" If we respond 'No' to this statement, do we write 'N' in the column where the response is titled "Requirement is Met (Y/N)." If we would answer 'N' to the question and that meets the requirement, how should we respond in Column C?  
A.) Column C is a Y/N answer
43. What is the anticipated monthly support requests, both in person and on the phone, for existing enrollees that will need to go through the identity authentication process?  
A.) OHCA does not have data to support this question
44. General RFP Question:  
What type of performance data does the State collect today regarding the detection and stoppage of fraud through improper payments and identity?  
A.) Our Eligibility Fraud Unit audits include but are not limited to: policy application, income determination, verification updated, actions case-noted, and documenting of workflow. There are 60-70 audits per month.
45. General RFP Question:  
Will a vendor potentially be awarded additional points by demonstrating greater savings by bidding on multiple Scopes of Work?  
A.) Details about the evaluation are not shared to potential bidders.
46. General RFP question:  
Would the State accept an alternative pricing model that includes a cap on the number of submissions that can be made each year if that model would result in lower pricing?  
A.) Please complete the pricing sheet as instructed.
47. **Section A – Scope of Work, 1. General Information, 2. Contract Overview: (2 questions)**  
Does the state plan to evaluate awarding contracts to multiple contractors within a category? (e.g. Category Section A – Scope of Work, 1. General Information, 2. Contract Overview:  
Does the state plan to evaluate awarding contracts to multiple contractors within a category? (e.g. Category 1).  
A.) Yes  
If so, will the state accept more than one pricing sheet for a category (e.g. Category 1).  
A.) No, please complete the pricing sheet as instructed
48. **Section A – Scope of Work, 1. General Information, 2. Contract Overview:**  
Does the MMIS system have an API endpoint that a 3rd party can integrate with that allows the 3rd party the ability to make one data request to MMIS, and then MMIS handle all the downstream data requests? If not will the integrator need to make separate data calls to all the downstream data providers (to include but not limited to: BENDEX, SDX, SAVE, etc.)?  
**A.)** The State can integrate with web-services and APIs should the data exchange be best utilized in this capacity.  
  
APIs could also be used to trigger separate data calls based on service and the availability of the data at time of application

49. **A.2.3.a. Hope Act Overview:**  
Can OHCA provide a list of all “other state-administered public assistance programs” you would like included in the verification process?  
**A.)** OHCA does not have a complete list of “other state-administered public assistance programs” at this time.
50. **\*A.2. Project/Program Overview:\***  
From a staffing perspective what are roles of the State Employees that will be accessing the analytic tools (i.e. Data Scientists, Business Analyst, Case Work, Fraud Analyst, etc.) and their respective skill-set?  
Full Content  
**A.2. Project/Program Overview:**  
From a staffing perspective what are roles of the State Employees that will be accessing the analytic tools (i.e. Data Scientists, Business Analyst, Case Work, Fraud Analyst, etc.) and their respective skill-set?  
a) Does the State intend to use Self-Service Analytic Tools, pre-configured dashboards or some other solution with Contractor provided staff to support Category 2 – Analytic Tools?  
b) What does the State expect with respect Operations & Maintenance support?  
**A.)** All of the above and skill-sets will vary
- A. Depending on the solutions any pre-existing dashboards will be acceptable with the understanding that other State dashboards will be required.
- B. Please describe your approach in respect to Operations & Maintenance support
51. **A.2.3.b. Current Eligibility Process:**  
Does OHCA intend to allow DHS to use the OHCA system, or is the intent that this system will only be used for determining eligibility for Medicaid?  
A.) This agreement is not a State Wide Contract
- A.2.3.b. Current Eligibility Process, Table 1 - Summary of HOPE Act Requirements and Current OHCA Processes:  
a) What is the reason and relevance to add/remove every employer using the Federal Hub?  
b) Please explain how the State coordinates with the Department of Corrections (DOC) to access incarceration data, and will it be available prior to the time of implementation?  
A.) a. Table 1 notes that the Federal Hub offers services in regard to employment status and changes in employment. The add/remove employer is based on our internal process currently in place with OESC and not related to your question regarding employment status changes.  
b. Data will be available at time of implementation. The DOC file is received monthly.
52. **A.4. Scope of Work, 1. Proposed solution should:**  
a) *“Proposed solution should be expandable in the future for possible additional users and agencies”.*  
Is it the expectation of the agency that additional users and agencies may be added at no additional charge?  
A.) The expectation is that additional users and agencies may be added in the future. Additional cost will depend on the solution that is offered by the awarded vendor
53. **A.4. Scope of Work, 2. Category 1 – Data Sources:**  
Provide access to one or more data sources to enhance the OHCA’s current processes in one or more of the eligibility criteria delineated in Section A.2, Table 1.”  
Do the OHCA processes covered under Category 1 include the requirements in Sections 1, 2 and 4 of the HOPE Act, including systems that support meeting the requirements?  
A.) Sections 1,2 and 4 should in compliance with the Hope Act
54. **A.4. Scope of Work, 3. Category 2 – Analytic Tools, a.:**  
Is the State looking for individual Commercial Off the Shelf (COTS) data analytic tools, pre-configured dashboards, or some combination of the two ideas?  
A.) The bidder should provide us with the best analytic tool solution for their proposal
55. **A.4. Scope of Work, 4. Category 3 – Identity Authentication:**  
If a knowledge based quiz is not used for the purposes of identity authentication, does the alternative need to also account for the unbanked and under-banked that may not have an established credit history?  
**A.)** No

56. **A.4. Scope of Work, 4. Category 3 – Identity Authentication:**

Can the state provide a high level architectural diagram of the OHCA system end to end?

A.) No

57. A.4. Scope of Work, 4. Category 3 – Identity Authentication:

What specific federal and regulatory requirements and guidance does the identity authentication process need to adhere to?

A.) All applicable federal and regulatory requirements

58. A.4. Scope of Work, 4. Category 3 – Identity Authentication:

Pursuant to Table 1 Identity Authentication – Frequency of Verification, is the individual applicant involved in the re-application process? More specifically, will the applicant be required to be re-authenticated at the point of re-application?

A.) No

b. All other terms and conditions remain unchanged.

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Supplier Company Name (**PRINT**)

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Date

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Authorized Representative Name (**PRINT**)      Title

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Authorized Representative Signature