

Partnership Access Lines & Psychiatric Consultation Line RFP No. 2020HCA21

Amendment No. 2

Date Issued: 1/27/2021

To: RFP Bidders

From: Sean Gregory, RFP Coordinator

Purpose: This amendment is being published to provide answers to questions received within the question-and-answer period, as outlined in Section 1.2, Estimated Schedule of Procurement Activities. HCA is including copies of HCA Design Standards and Style Guide with this amendment.

This amendment hereby modifies and is attached to RFP No. 2020HCA21. All other terms, conditions, and specifications remain unchanged.

RFP - 2020HCA21 - Partnership Access Lines & Psychiatric Consultation Line

#	Section	Bidder Questions	HCA Answers
1	1.2	Is the "Assessment Reporting Start Date" of July 1, 2021, outlined in Section 1.2., the beginning of the reporting period or the assessment collection period? In other words, on July 1, 2021, are funds being collected for the period of April-June 2021, or is "the clock starting" for the period of July-September 2021 with the first collections expected starting in October 2021?	On July 1, 2021, the assessment goes into effect for the first reporting period of July - September, 2021. The first collections will occur for the period July - September 2021 in 4th quarter 2021.
2	1.5	In Section 1.5.1.D, reference is made to monthly fund transfers from the Contractor to HCA. Is the expectation that the Contractor will use its own banking relationships to receive Assessed Entity funds prior to making the monthly transfers? Are there are restrictions as to which banking institutions can be used by the Contractor? Is the expectation that funds will be wired from the Contractor's institution to a State of Washington banking institution?	HCA anticipates that TPA will use its own banking relationships. HCA expects TPA's banking institution to be legitimate and FDIC insured. HCA will accept wire transfers or paper check.
3	1.5	If the answer to question #2 above is "yes" and the Contractor will maintain its own banking relationship, can the Contractor assume that any interest earned on funds through their banking relationship would be required to be returned to the HCA upon the following monthly funds transfer?	HCA recommends a non-interest-bearing account given the additional fees for interest-bearing accounts and TPA will not be permitted to keep any interest earned on assessment money.

4	1.5	<p>In Section 1.5.1.E., reference is made to a protocol for delinquent assessment payments whereas the governing legislation in Appendix A has no provision for late payment penalties. How does HCA envision late assessments will be addressed and ultimately enforced by the Contractor? What regulatory authority will be bestowed by the State to the Contractor in these cases?</p>	<p>HCA does not currently anticipate issuing penalties for late payments. Regulatory authority for enforcements may be addressed in the future.</p>
5	1.5	<p>Section 1.5.2.A. outlines outreach and education requirements. Please provide what the type and scope of these requirements are and what the frequency of “when requested” means?</p>	<p>HCA anticipates TPA will provide information about how Assessed Entities will sign up for an account, provide covered lives information, remittance, and generally how the assessment process and online system works.</p>
6	1.5	<p>With regards to Section 1.5.5.A. and 1.5.5.B. which references OCIO requirements, is the Contractor exempted from any listed technology requirements given that the assessment platform used by the Contractor neither contains Protected Health Information under the Health Insurance Portability and Accountability Act nor is it directly connected to any Washington State financial information systems? As it relates to the contract execution and project implementation phase timelines, what is the process and timeline for completion of the Office of Cyber Security (OCS) security design review?</p>	<p>The requirement for compliance with OCIO 141.10 Standard and passing an Office of Cyber Security - Security Design Review are applicable to systems both inside and outside of the State Governmental Network. Compliance is for protection of State Data and is not specific to HIPAA covered data. The process is a collaborative engagement between the vendor and HCA's Office of Security Services. The duration of the security design review can be 2 to 12 months depending on the availability of information required to complete the review and the scope of vendor systems (or subcontracted systems) that store, process or transmit State Data.</p>
7	1.5	<p>Can you please provide a copy of the HCA style and brand standards as mentioned in Section 1.5.6.F.?</p>	<p>HCA has included the Design Standards and Style Guide as attachments to this amendment. Please note that the Design Standards document is watermarked DRAFT, as it is currently being finalized.</p>
8	1.6	<p>What type of business licensure is required under Section 1.6.1., as Contractor will not hire any employees in the State of Washington?</p>	<p>Bidders are required to be licensed to do business in Washington state.</p>
9	4	<p>Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?</p>	<p>Please review Section 4, "Evaluation and Contract Award"</p>

10	Exhibit B	Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	This is not a requirement. Exhibit B is requesting a response regarding whether your business or subcontractor(s) are minority-owned, women-owned, veteran-owned, or a small business.
11	Exhibit D	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Bidders must submit cost as requested in Section 3.5.
12	Exhibit F	There is reference to a Key Contract Manager in Exhibit F pages 9 and 10. Which HCA personnel will the Contractor take day-to-day direction from?	That position has yet to be hired. In the interim, the HCA Contract Manager is Martha Cortes Leon.
13	General	What is the governance structure that the Health Care Authority (HCA) will employ for the duration of this contract award? Will there be a steering committee or oversight board developed that the chosen RFP 2020HCA21 Contractor will report to? Please provide as much detail as possible.	HCA anticipates having robust communication with impacted stakeholders. At this time, HCA has oversight of the contract. HCA may establish an advisory committee in the future.
14	General	What is the composition of advisory / oversight resources available to the Contractor from the HCA, University of Washington, or other entities during and after the implementation period? Please provide names, titles, and organization relationships that the Contractor is expected to work with.	The main point of contact for any resulting contract will be the HCA Contract Manager.
15	General	What is the startup and annual operating budget allocated to effort?	HCA's current budget request is \$275,000 for funding TPA annually. The budget is currently pending legislative action.

16	General	<p>Will the HCA host a public-facing website that will provide information about the assessment process with a link to the Contractor's website for Assessed Entities to complete the assessment process? What are the HCA's expectations of the Contractor expectations regarding public-facing website requirements, especially if the HCA will not be hosting a website? Will the Contractor be responsible for all content creation and maintenance?</p>	<p>HCA hosts a webpage on hca.wa.gov (https://www.hca.wa.gov/billers-providers-partners/behavioral-health-recovery/partnership-access-lines-pal) that provides general information about the Partnership Access Lines program and the PAL assessment. We can add a link to the Contractor's website for Assessed Entities here. It is expected that the Contractor will create an online site/portal where Assessed Entities may register for the program. This does not necessarily need to be public facing, as long as all Assessed Entities have access to the site/portal and can access information they need. HCA can work with the Contractor on content creation and maintenance, and collectively determine whether the content should be placed on HCA's public-facing PAL webpage or the Assessed Entities site/portal, or both.</p>
17	General	<p>If contract terms can be reached prior to April 30, 2021, can the Contractor begin work prior to May 1, 2021? What happens if the contract between parties is not executed by May 1, 2021?</p>	<p>Depending upon negotiations, HCA may be flexible with the Contract start date. If a Contract is not executed by May 1, 2021, HCA will re-evaluate the Contract start date.</p>
18	General	<p>Given the allotted two-month implementation period between May 1 and June 30, 2021, and the need to begin assessments promptly on July 1, 2021, will the HCA have an existing, up-to-date database by May 1, 2021 of Assessed Entities that are expected to participate in the program? What are the expectations during the two-month implementation period regarding communications to Assessed Entities?</p>	<p>HCA does not expect information from Assessed Entities until 45 days after the end of the first reporting period. HCA has a preliminary contact list for Assessed Entities that is up to date. HCA anticipates Contractor will manage any database. HCA anticipates early communication plan development will be done by Contractor.</p>
19	General	<p>If the HCA will have an Assessed Entities database upon project start date of May 1, 2021, will it include the number of lives for each Assessed Entity?</p>	<p>No, HCA anticipates Assessed Entities will submit covered lives at the end of the first assessment period, which runs July - September of 2021. Per HCA's draft rules, Assessed Entities are allowed 45 days after the end of the period to submit their covered lives.</p>

20	General	What aspects of the Contractor-provided services are expected to be fully functional by July 1, 2021?	Subject to legislatively-approved funding, the following services should be fully functional on July 1: Online portal, list of Assessed Entities, initial communication to Assessed Entities. HCA is open to Contractor's recommendations and timeline.
21	General	Why has this bid been released at this time?	HCA needs a TPA to manage these assessments as of May 1, 2021.
22	General	To how many vendors are you seeking to award a contract?	Please review Section 1.3, "Purpose and Objectives"
23	General	Would it be possible to implement certain WAC updates to clarify statutory ambiguities, fill potential gaps, and strengthen administrative procedures surrounding this proposed assessment?	HCA is open to rulemaking activities based on TPA recommendations.
24	General	What is the scope of the follow up required of your TPA to pursue non-responsive, non-filing, or under-paying assessment obligors? Is the TPA required to pursue collections through litigation?	HCA does not anticipate issuing penalties for late fees. HCA does not currently intend to pursue collections through litigation.
25	General	What enforcement remedies are available under Washington law or regulation which your TPA, or HCA at your TPA's request, would pursue for non-compliant assessment obligors?	HCA does not currently have enforcement rights.
26	General	Is there a means to address confidential questions prior to finalizing the RFP response? The concern is to not unnecessarily increase litigation or enforceability risks down the road.	No, Bidder questions related to this RFP were accepted through January 20, 2021 at 2pm per Section 1.2, Estimated Schedule of Procurement Activities. All Bidder questions and HCA answers are subject to public inspection.
27	SHB 2728	Will HCA timely make available to the TPA data reasonably requested by the TPA from the Washington Vaccine Association as contemplated by the last section of SHB 2728?	Yes.