



STATE OF TENNESSEE
Department of Finance and Administration, Division of TennCare
REQUEST FOR PROPOSAL # 31865-00628
AMENDMENT 1 FOR NATIONAL CORE INDICATOR

DATE: November 4, 2022

RFP # 31865-00628 IS AMENDED AS FOLLOWS:

- This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		September 15, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	September 19, 2022
3. Pre-response Conference	10:00 a.m.	September 23, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	September 26, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	October 14, 2022
6. State Response to Written "Questions & Comments"		November 4, 2022
7. Response Deadline	2:00 p.m.	November 18, 2022
8. State Completion of Technical Response Evaluations		December 9, 2022
9. State Opening & Scoring of Cost Proposals	2:00 p.m.	December 12, 2022
10. Negotiations (optional)		December 13, 2022 through December 15, 2022
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection		January 3, 2023
12. End of Open File Period		January 9, 2023
13. State sends contract to Contractor for signature		January 10, 2023
14. Contractor Signature Deadline	2:00 p.m.	January 17, 2023

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

No.	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.	General	General	What is the current census or total population of individuals served who are eligible for the In-Person Survey (IPS)?	Approximately 12,000
2.	General	General	How many In-Person surveys were completed within the most recent NCI survey year?	For the 2020-2021 NCI-IPS cycle NCI required that 322 surveys be completed to achieve required statistical validity. For the 2021-2022 NCI-IPS cycle NCI required that 372 surveys be completed to achieve required statistical validity.
3.	General	General	What is the current census or total population of individuals served who are eligible for the Mail-In Survey?	Katie Beckett Part A 153 Katie Beckett Part B 1,788 Total Census = 1,941
4.	General	General	How many Mail-In surveys were completed within the most recent NCI survey year?	44
5.	General	General	What was the sample size and the oversample size in the most recent NCI survey year?	Sample – 693 Oversample – 492 Total Sample – 1135 Additional 2,000 individuals were added to one of our relevant programs in 2022 which will effective the oversample and CMS has released a requirement related to quality metrics to track demographics which may result in a larger oversample.
6.	General	General	What is the projected annual growth rate for the total number of completed surveys during the term of the contract?	National Core Indicators has statistical parameter requirements that must be met, these parameters are the sample must meet a 95% Confidence Level and +/- 5% Margin of Error. As program growth occurs the required sample will grow proportionately to satisfy these parameters. Currently, the 1915(c) waivers do not have open enrollment and significant program growth is not expected. Due to enhanced funding offered through ARP HCBS FMAP, the ECF CHOICES program opened enrollment for 2000 new, eligible individuals in 2022. The

				<p>population increase for ECF CHOICES was factored into the projected amount of NCI surveys to be completed for the 2022-2023 cycle. Additionally, Tennessee restarted the Money Follows the Person (MFP) Demonstration Grant on July 1, 2022. This federal funding opportunity is to annually transition 65 individuals with I/DD, currently residing in Intermediate Care Facilities for Individuals with Intellectual and Developmental Disabilities (ICF/IDD), into a Home and Community Based (HCBS) waiver program. While there is not a consistent projected growth rate across MLTSS programs, TennCare is committed to expanding access to HCBS while reducing the number of members served in an institutional setting.</p>
7.	General	General	Who is the incumbent currently contracted to complete the NCI surveys?	<p>Best Buddies</p> <p>Please see the following link for the current contract:</p> <p>https://www.tn.gov/content/dam/tn/tenncare/documents2/BestBuddies73572.pdf</p>
8.	RFP Section 6.3	RFP pages 26 and 27	Does the Evaluation Factor listed in Section 6.3, Cost Proposal, indicate the volume of anticipated work?	<p>Yes, this is the projected volume of work. Please note that when the evaluation factor of 5500 is indicated in this section it is inclusive of both ECF CHOICES and 1915(c) members. Data entry of Pre-Survey and Background Information within this contract is for the 1915(c) population only. Entry of Pre-Survey and Background Information for the ECF CHOICES population is completed by the member's Managed Care Organization (MCO).</p>
9.	RFP Section 6.3	RFP pages 26 and 27	What role does the Evaluation Factor listed in Section 6.3, Cost Proposal, play in the overall calculation of cost?	<p>Cost will be multiplied by the evaluation factor and each line will be summed together to be able to perform the calculation found at the bottom of att. 6.3.</p>
10.	A.7	Pro Forma pages 5 and 6	Please describe the differences between the pre-survey information and background information.	<p>Pre-Survey Information includes basic 1) demographic information, including the member's legal and preferred names and date of birth, 2) contact information for the member and/or their legal guardian or other representative, 3) name and contact information of the</p>

				<p>member's support coordinator or case manager and regular support staff, 4) familiar service plan terminology, and 5) member's communication needs or preferences. This information is used by the surveyor to determine the best contact for scheduling the survey meeting and ensuring the member has appropriate personal and communication support during the meeting, if required by or beneficial to the member (e.g., a support team member, an interpreter or proxy, communication aids/technology). It also prepares the surveyor for a more personalized conversation during the survey meeting.</p> <p>Background Information provides a more comprehensive view of the member's characteristics, including 1) personal demographics (e.g., marital status, parental status, race and ethnicity), 2) guardianship/ conservatorship status, 3) diagnoses and physical and behavioral health care data, 4) living arrangements and level/frequency of supports received, 5) member's regular community activities, including applicable employment information, 6) service plan information, and 7) use of self-directed (or consumer-directed) supports</p>
11.	A.7	Pro Forma pages 5 and 6	What is the approximate time required to enter pre-survey information? What is the approximate time required to enter background information?	<p>Both Pre-Survey Information and Background Information take an average of ten (10) minutes to enter, respectively. Pre-Survey Information includes more open-ended responses; however, there are fewer questions and responses only need to be provided where applicable. Background Information is primarily completed by selecting from lists of available options, with only a few questions requesting an open-ended response.</p>
12.	RFP Section 6.3 and Pro Forma Section A.3.a	RFP page 27 and Pro forma Page 3	The footnote of Section 6.3, Page 27 or 77, indicates "the total expected number of NCI surveys will range from 1,100 per year up to 1,500 per year." However, Section A.3.a. indicates "For the ECF CHOICES and 1915(c) Waiver Programs, complete and submit (via ODESA) the requisite number of NCI-IPS surveys completed either in person, telephone, via video, conferencing, or any combination of in	The fluctuation of numbers is attributable to program growth within ECF CHOICES. Through ARP HCBS FMAP funding, an additional 2000 ECF CHOICES slots were offered to eligible individuals to reduce the waitlist in beginning in early 2022. As enrollment increases the sample size for the NCI-IDD survey will proportionately increase to achieve the required statistical parameters to ensure

			person and alternative modalities by the mandatory deadline for each survey year, contingent upon MCOs or DIDD, as applicable, providing the requisite member and background information necessary to complete the interviews as follows; (1)For ECF CHOICES, between three hundred twenty (320) and six hundred (600) (specific number to be determined based upon the population and meeting a minimum ninety five percent (95%) confidence level and +/- seven percent (7%) margin of error) by June 30, 2023. (2)For 1915(c) waivers, between one hundred eighty (180) and five hundred (500) (specific number to be determined based upon the population and meeting a minimum ninety five". Why is the sum of the expected ECF Choices and 1915(c) Waivers surveys less than the total expected number of NCI surveys?	validity. The sample population for the 2022-2023 cycle was projected to increase due to increased enrollment in ECF, the sample from the 2021-2022 cycle did not capture this increase, although the total sample and oversample was 1135.
13.	RFP Section 1.1	RFP Page 1	Please confirm if the Maximum Liability of \$220,000 year, stated on page 1, is or is not indicative of the maximum reimbursement available to awarded vendor.	This is the annual budgetary amount anticipated for the delivery of all services contemplated for the contract.
14.	RFP Section 6.3 and Pro Forma Section C.3	RFP pages 26 and 27 and Pro Forma Page 8	Do you have information on what the per interview amounts will be to be reimbursed? The RFP copy reviewed was blank.	The amounts per interview are proposed by the respondent in their Cost Proposal to the RFP and all services contemplated in the RFP and subsequent contract are expected to be within the budgetary amount stated in RFP Section 1.1, Statement of Procurement Purpose. Unlike the prior Grant contract for similar services, the respondent has the opportunity to propose cost for each line item in RFP Section 6.3, Cost Proposal and Scoring Guide.
15.	Section 1.1 Statement of Purpose	Page 2	The RFP mentions a maximum liability of \$220,000 per year. Will cost proposals with an annual budget higher than \$220,000 be considered? If so, what would be the maximum?	No disqualifying criteria is included in the RFP for cost higher than the \$220,000.00 budgetary amount listed in RFP Section 1.1. This is the annual budgetary amount anticipated for the delivery of all services contemplated for the contract.
16.	Section 3.1.2.4 Cost proposal delivery	Page 7	The RFP mentions in section 1.4.5 that the preference for delivery of bids is digitally. However, section 3.1.2.4 asks for a sealed submission of the cost proposal. Further, section 3.2.2.2 outlines email but makes no mention	For digital submissions, no encryption or password protection is required for the cost proposal. However, in accordance with RFP Section 3.2.2, the cost proposal must be submitted via e-mail to the Solicitation

			of sealing. For a digital submission, can you confirm that no encryption or password protection is needed?	Coordinator in separate e-mail messages. Please see revised Section 3.1.2.4 below, item #3.
17.	Section C.5	Page 24	The RFP mentions the desire to have adults with intellectual and developmental disabilities participate in the administration of the surveys. In the state of Tennessee's past implementation of NCI-IDD, what has success looked like here?	A peer-to-peer survey approach is considered best practice by National Core Indicators when appropriate. For Tennessee, success is a philosophical one embedded across programs, to ensure abundant community integration opportunities for each member served. We are a state that values person-centered practices, competitive integrated employment, and empowering everyone to achieve the growth and independence they desire for themselves. Largely, the intent of the NCI survey is to assess for these practices and the outcome of the survey is the indicator of success.
18.	Contract - Section A.3	Page 3	The Pro Forma contract mentions a sample size of 500-1,100 surveys split out between both the ECF CHOICES and 1715(c) waiver programs. However, section C.3 of the same contract (page 8) mentions an NCI survey range between 1,100-1,500 per year. Can you clarify the number of completed surveys desired per program and by survey type?	TennCare's goal is to have an NCI report for both ECF CHOICES and the 1915(c) waiver populations. Below are numbers used to project number of surveys that must be completed for the 2022-2023 NCI-IDD cycle. For the adult ECF population consist of 5,092. A 95% CL and 5% MoE would render a sample size of 358. The adult 1915(c) Waiver population consist of 6,312. A 95% CL and 5% MoE would render a sample size of 363. Therefore, according to current population numbers, 721 surveys would need to be completed.
19.	Contract - Section A.2.k	Page 4	The RFP mentions for 1915(c) waiver participants, background information and survey information are submitted via ODESA. What is the preferred method for submitting ECF CHOICES data and background information?	ODESA is the data entry system for NCI surveys, all background and survey information for ECF CHOICES and 1915(c) participants must be entered in ODESA. However, the MCOs enter the pre-survey and background information in ODESA for the ECF population
20.	Contract – Section D.32.d	Page 18	The contract states that the contractor shall maintain technology professional liability (errors & omissions)/cyber liability insurance appropriate to the Contractor's profession in an amount not less than ten million dollars per occurrence or claim and ten million	Yes. Please see revised Section D.32.d below, item #4.

			dollars annual aggregate (plus 10 million for data breach expenses). Considering the maximum liability and the scope of the work, will the state accept two million (2 million) limits for professional liability and one million (1 million) for data breach expenses?	
21.			Is IRB approval required for this project?	Historically IRB approval has not been a requirement for this project.
22.			Will written consent be required prior to interview participation? If written consent, can you describe the anticipated written consent process?	Written consent is not required.
23.			What are the protocols for consent to participate in this project when legal guardianship has been awarded to a participant?	For members who have a legal guardian or conservator, the surveyor should obtain verbal consent from that individual prior to attempting to schedule a survey meeting with the member. If the legal guardian or conservator consents to the member's participation in the survey, the member still has the right to refuse to participate on their own behalf.
24.			Are additional languages for the survey or the outreach materials anticipated? If yes, how many translations will be required and will the contractor be responsible for doing so?	An outreach letter written in English, meeting plain language standards, will be sent to all potential participants and will include an informational page with contact information to receive translation assistance in 17 other languages. The Contractor will be responsible for translation.
25.			Will Tennessee have state specific questions to incorporate into the survey instruments? If so, how many?	Yes, Tennessee is planning to add state specific questions for this survey cycle. These questions cannot equal more than 10% of the total survey questions. All state specific questions must be approved by NCI prior to inclusion in the survey instrument.
26.			What is the anticipated process for collecting the pre-survey and BI information?	For ECF CHOICES – Lists of potential participants are distributed to their assigned managed care organizations (MCO). A team of staff from each MCO are granted access to the ODESA system and are responsible for entering Pre-Survey and BI from the members' records directly into the system. For 1915(c) – Lists of potential participants are distributed to their assigned ISC/case management agency. The member's ISC, or other agency staff, complete the Pre-Survey and BI forms using data from the member's records. Completed forms

				are returned to DIDD/TennCare and transferred to the contractor for entry into ODESA.
27.			Can you provide additional details on the training in terms of logistics? Where will the training be held? Will the contractor be responsible for any cost related to the interviewer training, including preparation and printing of training materials, facility and AV cost, catering, etc.?	There are two components to the training. There is an online portion that should be completed over the course of three days, and there is a 3.5-hour live webinar that must be attended. The live webinar is led by NCI through Zoom. There are some state-specific components to the live webinar that is led by the LTSS QA Director. Following the training, surveyors are expected to practice the survey two to three times before conducting their first survey.
28.			Will there be stratification across different regions/programs/demographics? If so, are there specific quotas to meet for each?	Two separate simple random samples will be pulled—one for ECF CHOICES and one for 1915(c) waiver participants. No stratification will be done based on demographics; however, targets for completed surveys are set at 358 for ECF CHOICES and 363 for 1915(c)
29.			What are the requirements for final reporting?	Final reporting is compiled by NCI. The contractor is responsible for ensuring accurate data entry into the ODESA system by the due date. The contractor does not complete the reporting.
30.			Has there been a previous vendor for this work?	Please see the following link for the current contract: https://www.tn.gov/content/dam/tn/tenncare/documents2/BestBuddies73572.pdf
31.			Is the previous vendor eligible to respond to this RFP?	Yes.

3. Delete RFP Section 3.1.2.4 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

3.1.2.4. A Respondent must submit the Cost Proposal to the State on a separate e-mail, CD, or USB flash drive from the Technical Response (as detailed in RFP Sections 3.2.3., et. Seq.)

4. Delete Pro Forma Section D.32.d in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

D.32.d Technology Professional Liability (Errors & Omissions)/Cyber Liability Insurance

- 1) The Contractor shall maintain technology professional liability (errors & omissions)/cyber liability insurance appropriate to the Contractor's profession in an amount not less than two million dollars (\$2,000,000.00) per occurrence or claim and two million dollars (\$2,000,000.00) annual aggregate, covering all acts, claims, errors, omissions, negligence, infringement of intellectual property (including copyright, patent and trade secret); network security and privacy risks, including but not limited to unauthorized access, failure of security, information theft, damage to destruction of or alteration of electronic information, breach of privacy perils, wrongful disclosure and release of private

information, collection, or other negligence in the handling of confidential information, and including coverage for related regulatory fines, defenses, and penalties.

- 2) Such coverage shall include data breach response expenses, in an amount not less than **one** million dollars (**\$1,000,000.00**) and payable whether incurred by the State or Contractor, including but not limited to consumer notification, whether or not required by law, computer forensic investigations, public relations and crisis management firm fees, credit file or identity monitoring or remediation services and expenses in the performance of services for the State or on behalf of the State hereunder.

5. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.