

1. P.27, Section III Deliverable J Managed Care Enrollment Exception Requests
 - a. *This information is not available through the normal Q&A process, therefore I will answer and instruct the vendor on our procedures to obtain information using a the Public Record Request process. Section 1.6, Internet Question & Answer Period; RFP Clarification Opportunity states the following: "IMPORTANT: Requests from potential vendors for copies of previous RFPs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.9, Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet questions for RFP clarification do not apply to PRRs." All Public Records requests should be addressed to: Chief Legal Counsel ODJFS Office of Legal and Acquisition Services 30 East Broad Street, 31st Floor Columbus, Ohio 43215-0423*

2. How many exemption requests are processed for Children in Custody (CIC), Title IV-E foster care or adoption assistance, Bureau for Children with Medical Handicaps (BCMH), Supplemental Security Income (SSI) or Medicare exception requests? P.28, Section III Deliverable K Managed Care Transition of Membership and Just Cause.
 - a. *This information is not available through the normal Q&A process, therefore I will answer and instruct the vendor on our procedures to obtain information using a the Public Record Request process. Section 1.6, Internet Question & Answer Period; RFP Clarification Opportunity states the following: "IMPORTANT: Requests from potential vendors for copies of previous RFPs, past vendor proposals, score sheets or contracts for this or similar past projects, are Public Records Requests (PRRs), and are not clarification questions regarding the present RFP. PRRs submitted in accordance with directions provided in Section 1.9, Communication Prohibitions, will be honored. The posted time frames for ODJFS responses to Internet questions for RFP clarification do not apply to PRRs." All Public Records requests should be addressed to: Chief Legal Counsel ODJFS Office of Legal and Acquisition Services 30 East Broad Street, 31st Floor Columbus, Ohio 43215-0423*

3. How many Transition of Membership issues and Just Cause requests are handled monthly and annually? P.29, Section III Deliverable L Mail Fulfillment.
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4. Will ODJFS provide information on the size of each mailing type so that a cost effective solution can be designed? P.30 Section III, 3.2 Number of Participants. This section indicates that the Hotline has been accepting general inquiries related to Medicaid as well as enrollment-related calls since September 2010.
 - a. *The statistics from the two contracts were combined in this section.*

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5. Does this imply that the two contracts were combined into one Hotline contract at that time? P 30 Section III, 3.2 Number of participants The RFP notes that calls have fluctuated from a high of 142,942 calls to a low of 85,851.
- a. *Call volume is dynamic and fluctuates every month due to program changes, open enrollment, managed care changes, consumer demand, or any number of reasons. Changes to any and all parts of the Medicaid program change consistently and constantly, and the vendor is expected to be flexible.*
6. What has been the cause of the fluctuations and are they expected to continue? The RFP notes that The Hotline averaged 65,023 calls a month from consumers interested in enrolling in an MCP or wanting additional information about managed care.
- a. *Subset*
7. Is this in addition to the average of 104,274 per month noted in the paragraph above, or is it a subset? P. 31, Section III Compensation Structure.
- a. *Yes*
8. Will ODJFS confirm that it is expecting a single monthly price to remain in effect for the entire ten year period of the contract and regardless of changes in scope or volume?
- a. *Repeated failures that impact the service provided to consumers.*
9. What measurement criteria will be used to determine that the vendor systematically failed to satisfy any of the deliverables listed?
- a. *Please clarify your question.*
10. This section refers to deliverables listed in section 3.2 however, the deliverables are actually specified in section 3.1. Please clarify. P. 33, Section 4.7. This section prohibits reimbursement for travel expenses.
- a. *ODJFS does not compensate the vendor for any travel expenses for work performed for this contract. Community based outreach is not within the scope of this contract.*
11. Please provide the rationale for this prohibition as it relates to community based outreach that is delivered within the scope of this contract. P.35 , Section 4.12. This section describes conflict of interest requirements.
- a. *Further conflicts of interest language will be added to the contract.*
12. Is this contract subject to the conflict of interest requirements for enrollment broker contracts specified in the Balanced Budget Amendment of 1997? P.44, Section VI, 6.1.C Phase III – Criteria for Considering the Cost Proposal The vendor proposing the lowest cost will be awarded a designated number of points (as specified on the Technical Proposal Score Sheet, Attachment E.) The vendors proposing the second and third lowest costs will earn successively fewer points, and any proposals offering costs higher than the third lowest will earn NO points for their cost proposals. In the event of identical proposed costs (e.g., two or more vendors are tied for offering the lowest costs), all vendors proposing the same rates will be awarded the same number of points.
- a. *There was an error found in Section VI., 6.1.C., the correct information regarding cost proposal consideration has been updated to the posted PDF file.*

13. Attachment E doesn't provide scoring methodology for the Cost Proposal. Please clarify how the points will be awarded for the lowest price, 2nd and 3rd places.
- a. *There was an error found in Section VI., 6.1.C., the correct information regarding cost proposal consideration has been updated to the posted PDF file.*
14. Please define term successively.
- a. *There was an error found in Section VI., 6.1.C., the correct information regarding cost proposal consideration has been updated to the posted PDF file.*
15. Are points for cost to bidders without the lowest score awarded in proportion to the difference in price?
Attachment E: Technical Proposal Score Sheet It appears that multiplying the weightings by the maximum value for each category (which is 10 for all but the last two categories related to Proposal Organization) and totaling the results yields a maximum score of 1,668. Please confirm the maximum value of the technical score and the method for calculating it.
- a. *There was an error found in Section VI., 6.1.C., the correct information regarding cost proposal consideration has been updated to the posted PDF file.*