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DATE: December 19, 2007

TO: Prospective Bidders

FROM: Sue McKercher, Purchasing Agent
Division of Enterprise Services

RE: RFB 1605-DQA-SM
Informal Dispute Resolution Services
Response to Prospective Bidder Questions

This memo and its attachment become part of RFB 1605-DQA-SM and serves as an addendum to the Request for Bid and the response to questions posed in writing by prospective bidders regarding the State of Wisconsin Request for Bid (RFB) 1605-DQA-SM – Informal Dispute Resolution Services. The attachment to this memo is a listing of all of the questions with answers. The answers will become a part of the RFB.

The due date for bids to be submitted is Friday, January 11, 2008, 2:00 PM CT. The Notice of Intent to Award will be mailed on Friday, January 18. The Contract Award Date will be Friday, February 1, 2008. Please see Section 2 of the RFB for details on submitting bids. Thank you for your interest in the RFB.

RFB #1605-DQA-SM
ADDENDUM 1 – ANSWERS TO QUESTIONS

- Q1. On the REQUEST FOR BID form (Cover Page) there is a column for “Total” for the Professional Reviewer rate and Expert Reviewer rate. Is it correct to assume that the bidder should leave this column blank?**
- A1. On the Request for Bid form (DOA-3070), the “Total” column should be left blank.
- Q2. On the REQUEST FOR BID form (Cover Page), is the term Expert Reviewer synonymous with Consultant Reviewer?**
- A2. The term “Consultant Reviewer” is not used within RFB #1605-DQA-SM. In preparing your bid, please refer to the term Expert Reviewer and the definition for it as provided in the bid document.
- Q3. In Section 1.0, 1.3, is it correct that there are only two types of IDRs offered with this contract – Desk and Telephonic? That is, are In-Person reviews part of this contract?**
- A3. Yes, there are only two types of IDRs offered with this contract – Desk and Telephonic. In-Person reviews will not be part of the resulting contract.
- Q4. If awarded the IDR contract, can the contractor request a cost of living adjustment to the base fee rate?**
- A4. The awarded bid is based on an hourly rate. Any adjustment to the hourly rate has potential to be negotiated at the time of renewal. The terms of the bid regarding application of the fee, however, will remain the same. The RFB is requesting only two all-inclusive hourly rates; 1) Professional Reviewer and 2) Expert Reviewer. Additional information on rate increases can be found in the Standard Terms and Conditions, Section 6.2
- Q5. Is Section 2.3 (Format of Bid) numbered/lettered correctly? That is, should letter (e) Additional Information read letter (d) Additional Information or is the bid missing letter (d) instructions?**
- A5. Section 2.3 (Format of Bid) is numbered incorrectly. Subsection “e” (ADDITIONAL INFORMATION) should have been numbered “d”.
- Q6. Is the bidder to assume that the only documentation to provide for the response is stated in Section 2.3 Format of Bid:**
- **Signed Request for Bid Sheet (Cover Page)**
 - **State of Wisconsin Terms and Conditions**
 - **IDR Services Information**
 - **Additional Information**

That is, should the bidder include narrative in the Additional Information section only or can the bidder include narrative as an introduction to these forms (i.e., Introduction, Background, History, etc.)?

- A6. Yes, the only documentation to provide for the response is stated in Section 2.3 Format of Bid:
- Signed Request for Bid Sheet (Cover Page)
 - State of Wisconsin Terms and Conditions
 - IDR Services Information
 - Additional Information

The bidder should include narrative information, whether introductory or additional in response to Section 2.3 Format of Bid (e). The bidder should limit this information to that which would clarify and/or substantiate the bid document, and/or add what the bidder believes is essential to an understanding of their bid information.

Narrative information provided will only be used for clarification, and/or to substantiate a responsive, responsible bidder.

Q7. Would DQA make an exception to Section 5.3 if the contractor's staff already has a minimum of two years experience with the WI IDR process?

- A7. DQA may make an exception to Section 5.3 depending on contractor or contractor staff experience, including length and how current, and a demonstration of complete and thorough knowledge of the process.

Q8. Would DQA make an exception to Section 5.4 if the contractor's staff already has minimum of two years experience with the WI IDR process?

- A8. DQA may make an exception to Section 5.4 depending on contractor or contractor staff experience, including length and how current, and a demonstration of complete and thorough knowledge of the process.

Q9. (Section 5.8) The bidder understands that, if selected as the chosen contractor, they must retain/store all IDR records for the term of the contract. However, at the end of the contract period or within 30 days of termination of the contract, does DQA want the contractor to submit all IDR records to the Department knowing that this may include several records that expand a three-year contract? Please define "all IDR records." Will this include all records of contractor communications regarding each individual case?

- A9. Section 5.8 is amended to read, "The contractor will retain all IDR records for the term of the contract. At the end of the contract period or in the event of contract termination, the contractor must submit all IDR records related to incomplete or unfinished cases to the Department within 30 days of the contract end/termination."

Q10. In Section 5.9, would DQA consider adding the contractor's name and fax number to the IDR request form?

- A10. Appendix A (Informal Dispute Resolution Request) is a draft form. Content and format of the IDR request form may be negotiated upon the award of a contract.

Q11. In Section 5.9, it refers to forwarding a copy of the IDR supporting documentation to DQA upon completion of the IDR. If the facility requests a telephonic IDR, would the Department want the supporting documentation sent to the R.O. Director before the date of the teleconference for their review prior to that conference?

A11. Section 5.9 is amended to read, "The contractor will render an accurate and complete typewritten opinion and recommendation to the Division within 21 days of receipt of the IDR request and supporting documentation.

Individual nursing homes and FDDs will submit IDR requests to the Division and the contractor. Requests will specify the type of IDR requested (desk or telephone) and the type of reviewer (professional or expert). Nursing homes and FDDs will submit 2 copies of the supporting documentation to the contractor. The contractor will forward a copy of the IDR supporting documentation for telephone reviews to the DQA Regional Field Operations Director prior to the telephonic IDR. The contractor will forward a copy of the IDR supporting documentation for desk reviews to the DQA upon completion of the IDR. Department forms and detailed procedural training will be provided to the contractor at the initial Department training described above."

Q12. Can the contractor require a facility requesting a telephonic IDR review to provide payment of the base fee per type of tag at the time of submission of the IDR review packet to the contractor? The base fee per type of tag is generally a fixed amount. The only exception would occur when a facility requests an "Expert Reviewer," which would require the approval of the Department first.

A12. No, the contractor may not require a facility requesting a telephonic IDR review to provide payment of any type. The Department will be responsible for all costs associated with this contract. No facilities will be liable for any fees associated with Informal Dispute Resolution services.

Further, the hourly rates submitted on the Request for Bid form (DOA-3070) must be all-inclusive. "No other fee structures, surcharges, or fees, [including any additional fee based on tag type], will be entertained by the Department during the evaluation of bids, nor in any subsequent contract negotiations."

Q13. If the current contractor is awarded the contract, will there be another extension of the current contract, which expires December 31, 2007?

A13. At this time, the State intends to offer an additional two month extension through February 29, 2008 to the current contractor while completing the procurement process for a new contract.

Q14. What is DQA's approximate budget for this contract?

A14. Approximately \$200,000, annually.

Q15. Can DQA provide the names of the organizations that submitted bidder's questions?

A15. The names of organizations that submitted bidder's questions will be available as well as the names of bidder are who have submitted a bid upon request after the notification of intent to award (est. January 18, 2008).