

## **Amendment 5 to RFP 2013-CMFD-01**

**Section C.12.** - The last sentence in the first paragraph has been deleted.

**Section V. Corporate Background and References revised to read:** The Vendor must describe the corporate history and relevant experience of the Vendor and any subcontractors as outlined in this section and Section VI.P.3. Corporate Background and Experience.

**Below is an addition to Section VI. P. Proposal Format, page 26.**

The Technical Proposal must include the following sections:

1. Transmittal Letter
2. Executive Summary
3. Corporate Background and Experience
4. Project Organization and Staffing
5. Methodology
6. Project Management and Control
7. Work Plan and Schedule

Items to be included under each of these headings are identified in the paragraphs below. Each section within the Proposal should include all items listed in the paragraphs below. The evaluation of proposals will be done on a section-by-section basis. A format that easily follows the requirements and order of the RFP should be used. Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

### **P.1. TRANSMITTAL LETTER**

The Transmittal Letter shall include:

- a. Identification of all materials and enclosures being submitted collectively as a response to this RFP.
- b. A statement identifying each addendum to this RFP that has been received; if no addenda have been received, a statement to that effect shall be included. The Entity shall list each RFP addendum acknowledged and received, by addendum number.
- c. Identification of the Entity that will be the prime contractor and the name of the corporation or other legal entity submitting the proposal. It shall also include a statement identifying any and all subcontractors, if any, that are needed in order to satisfy the requirements of this RFP. The percentage of work, as measured by percentage of total contract price, to be performed by the prime contractor shall be

provided. Subcontracted work shall not collectively, exceed forty percent (40%) of the total contract price. The Entity will assume sole and exclusive responsibility for all of the contractor responsibilities and work indicated in the RFP (including any and all addenda).

d. A statement of compliance with Affirmative Action and Equal Employment Opportunity regulations that confirms that the Entity does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, developmental disability, political affiliation, national origin, or handicap, and complies with all applicable provisions of Public Law 101-336, Americans with Disabilities Act.

e. A statement acknowledging and agreeing to all of the rights of the Alabama Medicaid Agency contained in the provisions of this RFP.

f. A statement that the Entity has not and will not make any attempt to induce any other person or firm to withhold or submit a proposal for the purposes of restricting competition.

g. A statement that the person signing this proposal is authorized to make decisions on behalf of the Entity's organization.

h. A statement that the Entity has not employed anyone, other than a bona-fide employee working solely for the Entity, in soliciting or securing this contract.

i. A statement that no person or agency has been employed or retained to solicit or secure the proposed contract based on an agreement or understanding for a commission, percentage, brokerage, or contingent fee.

j. A statement stating that the Entity has an understanding of and will comply with the terms and conditions as set out in this RFP. Additions or exceptions to the standard terms and conditions are not allowed. If the use of subcontractors is proposed, a statement from each subcontractor, on official letterhead, shall be attached to the Transmittal Letter, signed by an individual authorized to legally bind the subcontractor to perform the scope of work as assigned, stating:

- a. The general scope of work to be performed by the subcontractor
- b. The subcontractor's willingness to perform the work indicated
- c. The names and titles of individuals who will be responsible for the subcontractor's efforts
- d. That the subcontractor's firm does not discriminate in its employment practices with regard to race, color, religion, age (except as provided by law), sex, marital status, developmental disability, political affiliation, national origin, or handicap, and complies with all applicable provisions of Public Law 101-336, Americans With

Disabilities Act Entities may not place any conditions, reservations, limitations, or substitutions in their response with regard to the contract terms and conditions. The Entity selected under this RFP may request non-substantive changes to the contract language, but the State reserves the sole right to accept or reject any requested changes.

## **P.2. EXECUTIVE SUMMARY**

The Executive Summary shall condense and highlight the contents of the Technical Proposal in such a way as to provide a broad understanding of the entire proposal. The Executive Summary shall include a summary of the proposed technical approach, the staffing structure, and the task schedule, including a brief overview of

1. Proposed work plan
2. Staff organizational structure
3. Key personnel
4. A brief discussion of the Vendor's understanding of the Alabama environment and the Medicaid program requirements.

## **P.3. CORPORATE BACKGROUND AND EXPERIENCE**

**NOTE:** Some information below may be duplicative of information listed in Section V of the RFP and should be included.

- a. Corporate Background.** The Vendor must describe the corporate history and relevant experience of the Vendor and any subcontractors. This section must detail information on the ownership of the company (names and percent of ownership), the date the company was established, the date the company began operations, the physical location of the company, and the current size of the company. The Vendor must provide a corporate organizational chart as part of this section. Vendors must identify any current contracting or subcontracting relationship(s) that may result in a conflict of interest with the requirements of this RFP.
- b. Corporate Experience.** Names and resumes of Senior Managers and Partners in regards to this contract. A detailed breakdown of proposed staffing (including subcontractors), including names and resumes of all employees that will be assigned to this project. A list of all similar projects the Vendor has developed, implemented and maintained within the last three years or was recently awarded. A list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.

Experience shown should be work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to must

be identified and the name of the customer shown, including the name, address, and telephone number of the responsible official of the customer, company, or agency who may be contacted. If the Vendor has no prior experience as referenced above, explain what qualifications or past experience may serve as a substitute.

- c. References.** The Vendor must provide a list of all similar projects the Vendor has developed, implemented and maintained within the last three (3) years or was recently awarded. The Vendor must also provide a list of all Medicaid agencies or other entities for which the Vendor currently performs similar work.

The Vendor must provide a list of at least three (3) relevant contracts within the past three (3) years to serve as corporate references. This list shall include the information listed in Attachment H as well as the following for each reference:

- i. Total contract value
- ii. Contracting officer's name and telephone number
- iii. Role of subcontractor(s) (if any)

The Vendor must submit Attachment H, Past Performance Reference Form, as part of the response to the RFP.

#### **P.4. PROJECT ORGANIZATION AND STAFFING**

The Project Organization and Staffing section shall include project team organization, charts of proposed personnel and positions, estimates of the staff-hours by major task(s) to be provided by proposed positions, and if known, résumés of all management and key professional personnel as required in this RFP.

##### **P.4.(a). Organization**

The Vendor must submit a proposed organizational chart.

##### **P.4.(b). Staff**

The Vendor must provide information relative to the qualifications and experience of key personnel proposed, and a description of the Vendor's overall organizational structure. For the key personnel positions specified, the Vendor must provide the number staff and amount of time to be devoted to this Project, stated in terms of full-time equivalents, for each position.

Following is a list of the contract required staff with the minimum education and experience requirements.

1. **Contract Manager** - Bachelor's Degree and a minimum of 3 years of experience managing Medicaid contracts. The Vendor must identify the proposed Contract Manager and whether the individual is currently employed with its company. Three (3) professional references must be submitted for the Contract Manager. The selected

Vendor must acknowledge that the Contract Manager will be accessible to the Agency during the term of the contract and may not be reassigned without advance written approval by the Agency.

**2. Project Manager** - The Vendor shall assign and dedicate a project manager to coordinate day-to-day activities between the Agency and the Vendor. The Vendor's project manager shall possess a Bachelor's Degree, be a full-time employee dedicated solely to the resulting Contract for no less than forty (40) hours per week, excluding weekends and state of Alabama-observed holidays, and have a minimum of 3 years of experience managing projects of similar scope to the requirements of this RFP.

The Vendor's project manager shall work directly with the Agency and shall have authority to maximize the efficiency and effectiveness of services required under the resulting Contract. The Vendor must identify the proposed Project Manager and whether the individual is currently employed with its company. Three (3) professional references must be submitted for the Project Manager. The selected Vendor must acknowledge that the Project Manager will be accessible to the Agency during the term of the contract and may not be reassigned without advance written approval by the Agency.

#### **P.4.(c). Responsibilities**

This section should discuss the anticipated roles of personnel during all phases of the contract. All proposed key technical team leaders, including definitions of their responsibilities during each phase of the contract, should be included.

#### **P.4.(d). Extra Contractual Staff**

If additional staff is required to perform the functions of the contract, the Contractor should outline specifically its plans and resources for adapting to these situations. The Contractor should also address plans to ensure the longevity of staff in order to allow for effective Agency support. Vendor should identify the hourly cost by classification for additional staffing beyond the scope of the original proposal response in Attachment I.

#### **P.5. METHODOLOGY**

The Methodology Section should describe the Contractor's approach to providing the services described in the scope of work, Section II, of the RFP. This section should contain a comprehensive description of the proposed work plan. The narrative descriptions within this section must include the following:

1. The description shall encompass the requirements of this RFP as outlined in Scope of Work.
2. The proposal must describe the methodology to be followed in sufficient detail to demonstrate the Vendor's direction and understanding of this RFP.
3. The proposal must include a high-level project plan for the project. This project plan must be at the level of major tasks and milestones and be submitted in Microsoft Project or comparable tool.
4. The proposal should include information about past performance results.

## **P.6. PROJECT MANAGEMENT AND CONTROL**

The Project Management and Control Section shall include details of the methodology to be used in management and control of the project, project activities, and progress reports. This section will also supervise correction of problems. Specific explanation must be provided if solutions vary from one phase to another. This section covers:

1. Project management approach;
2. Project control approach;
3. Manpower and time estimating methods;
4. Sign-off procedures for completion of all deliverables and major activities;
5. Management of performance standards, milestones and/or deliverables;
6. Assessment of project risks and approach to managing them;
7. Anticipated problem areas and the approach to management of these areas, including loss of key personnel, loss of technical personnel;
8. Internal quality control monitoring;
9. Approach to problem identification and resolution;
10. Project status reporting, including examples of types of reports; and
11. Approach to the Agency's interaction with contract management staff.

## **P.7. WORK PLAN AND SCHEDULE**

The Work Plan and Schedule must include a detailed work plan broken down by tasks and subtasks and a schedule for the performance of each task included in each phase of the contract. The schedule should allow fifteen (15) working days for Agency approval of each submission or resubmission of each deliverable. The work plan to be proposed should include all responsibilities, milestones, and deliverables outlined previously in this RFP. This section shall cover:

1. Any assumptions or constraints identified by the Vendor, both in developing the work plan and in completing the work plan.
2. Person-weeks of effort for each task or subtask, showing Contractor personnel and Agency personnel efforts separately.
3. A network diagram, showing the planned start and end dates for all tasks and subtasks, indicating the interrelationships of all tasks and subtasks, and identifying the critical path.
4. A Gantt chart, showing the planned start and end dates of all tasks and subtasks.
5. A discussion of how the work plan provides for handling of potential and actual problems.
6. A schedule for all deliverables providing a minimum of five (5) days review time by the Agency.