

333 South Street
Shrewsbury, MA
05145



www.nescso.org
508.856.6425

REQUEST FOR PROPOSAL

BID IDENTIFICATION NUMBER: LTSS-2018-01

BID TITLE: Webinar on Care Planning Assessment Options in
Medicaid Managed Long-term Services and Supports
Programs for the New England Region

DATE POSTED: February 12, 2018

CLOSING DATE: March 16, 2018

PROCUREMENT CONTACTS: info@nescso.org

WEBSITE: www.NESCSO.org

Changes and Amendments to this Request for Proposal will be posted on www.NESCSO.org. It shall be the bidder's responsibility to monitor the website on a regular basis.

TABLE OF CONTENTS

Contents

SECTION 1. INTRODUCTION AND OVERVIEW	3
1.1 Introduction and Purpose	3
1.2 Overview	3
1.3 RFP Timetable.....	4
SECTION 2. PROCUREMENT PROCESS	4
2.1 Questions	4
2.2 Communications	4
2.3 Certification of Non-Collusion.....	4
2.4 Modification or Withdrawal of Responses	5
2.5 Amendments to the RFP	5
2.6 Evaluation of Responses	5
2.7 Clarification of Responses	5
2.8 Selected Bidders.....	6
SECTION 3. SCOPE AND SPECIFICATIONS.....	6
3.1 Audience.....	7
3.2 Faculty	7
3.3 Timing.....	7
3.4 New Initiatives and Program Modifications.....	7
SECTION 4. SUBMISSION INSTRUCTIONS	8
4.1 Response Instructions	8
4.2 Transmittal Letter.....	9
SECTION 4.2.1 ATTACHMENTS.....	11
SECTION 4.2.1 ATTACHMENT A - BIDDER’S CONTACT INFORMATION	11
SECTION 4.2.1 ATTACHMENT B - EVIDENCE OF INSURANCE.....	12
SECTION 4.2.1 ATTACHMENT C -DIVERSE VENDORS.....	13
4.3 Submitting Responses	14

SECTION 1. INTRODUCTION AND OVERVIEW

1.1 Introduction and Purpose

The New England States Consortium Systems Organization (NESCSO) is a non-profit corporation organized by five New England Health and Human Service agencies and the University of Massachusetts Medical School. It is our mission to support member agencies' efforts to ensure health and human services are delivered in a cost-effective, person-centered manner.

Through this Request for Proposal (RFP), NESCSO seeks proposals for a two-hour webinar on care planning assessment options in Medicaid managed long-term services and supports programs (MLTSS) for the New England Region. NESCSO will invite state staff from each of the New England state's Health and Human Service agencies to attend the live webinar and will record it so that it can be viewed by additional New England state staff in the future.

1.2 Overview

Medicaid's status as the primary payer of long-term services and supports (LTSS) in this country, combined with the growing aged and disabled population has resulted in a steadily increasing demand for LTSS which in turn has increased pressure on state Medicaid programs. For many years now, states have sought to both improve quality of care and contain program costs by rebalancing their LTSS delivery systems to increase the proportion of LTSS provided in community-based settings and reduce that provided in institutions. Today, 55 percent of Medicaid LTSS spending is on HCBS compared to just 18 percent in 1995¹.

As states continue to pursue the goal of providing high-quality, person-centered LTSS in a cost-effective manner, they are turning to managed care. The ability of managed care programs to reduce care fragmentation and deliver community-based, person-centered care through the integration of LTSS with physical and behavioral health services holds the real promise of improving health outcomes and reducing program costs for many Medicaid LTSS populations. The New England states are in various stages of considering, developing and implementing MLTSS programs. Some are just beginning to consider programs while others are looking to scale existing MLTSS programs to new areas and populations.

Notes:

¹ Truven Health Analytics. "Medicaid Expenditures for Long-Term Services and Supports (LTSS) in FY 2015." April 2017. Available at: www.medicaid.gov/medicaid/ltss/downloads/reports-and-evaluations/ltss-expenditures-fy2015-final.pdf.

1.3 RFP Timetable

Event	Date
RFP Issued	February 12, 2018
Responses to RFP Due	March 19, 2018
Intent to Award Notices Sent	March 30, 2018
Contract Signing	April 16, 2018

Any changes to the timetable will be posted on the NESCSO web site (www.NESCSO.org)

SECTION 2. PROCUREMENT PROCESS

2.1 Questions

Bidders may make e-mail inquiries concerning this RFP. Inquiries must reference the RFP number and title. E-mail your inquiries to info@nescso.org.

NESCSO will review inquiries received before the RFP due date and, at its discretion, prepare written answers to questions determined to be of general interest. Any written answers will be made available to all identified prospective Bidders through posting on the NESCSO website: www.NESCSO.org. Only written answers are binding on NESCSO.

2.2 Communications

Prospective Bidders are prohibited from communicating directly with any employee of NESCSO or the participating States regarding this RFP. NESCSO reserves the right to disqualify any Bidder that violates this section.

2.3 Certification of Non-Collusion

The Bidder shall certify in its Transmittal Letter under penalties of perjury that its Response is in all respects bona fide, fair, and made without collusion or fraud with any person. As used in this section, the word "person" shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity.

NESCSO may, by written notice to the Bidder, terminate the right of the Bidder to proceed under any Contract that may result from this RFP if NESCSO determines that gratuities in the form of entertainment, gifts, or otherwise were offered or given by the Bidder, or agency or representative of the Bidder, to any officer or employee of NESCSO with a view toward securing the Contract or securing favorable treatment with respect to any determination regarding the Contract.

2.4 Modification or Withdrawal of Responses

A Bidder may modify or withdraw a Response prior to the Response due date and time stated in *Section 1.3 RFP Timetable*. A withdrawal or modification must be submitted in writing or via e-mail and signed by an authorized representative of the Bidder. Telephonic withdrawals, but not modifications, will be accepted, provided the Bidder mails written confirmation to NESCSO, postmarked on or before the date and time Responses are due.

2.5 Amendments to the RFP

NESCSO reserves the right to amend or alter the RFP at any time prior to the deadline for submission of Responses. NESCSO reserves the right to cancel the RFP without penalty at any time prior to selecting a Contractor. If such action is necessary, notice will be provided in the same manner in which the RFP was released. Bidders are solely responsible for checking www.NESCSO.org for any addenda or modifications that are subsequently made to this RFP. NESCSO accepts no liability and will provide no accommodation to interested parties and Bidders who fail to check for amended RFPs. NESCSO shall not be liable to Bidders in any manner with respect to any amendment, alteration, or cancellation of this RFP.

2.6 Evaluation of Responses

An evaluation committee will be established to review all Responses and to identify the Bidder that will provide the best value to NESCSO and Participating States.

When evaluating each Bidder's Cost Response, the evaluation committee will consider reasonableness and competitiveness. Cost will be one factor, but not the sole factor, in the committee's evaluation of the Responses.

NESCSO reserves the right to consider such other relevant factors as it deems appropriate in order to obtain services and terms of the best overall value to NESCSO and the participating States.

2.7 Clarification of Responses

The evaluation committee may determine that some element of a Bidder's Response requires clarification to verify its responsiveness to the RFP or to facilitate a fair comparison with competing Responses. In such cases, the committee may seek clarification from the Bidder. Clarification may include a request to submit additional materials, and/or an invitation to a

Bidder for a presentation. In addition, NESCSO may schedule an onsite visit to the Bidder's business location(s).

NESCSO, in its sole discretion, will determine which Bidders, if any, will be asked to make an oral presentation. Oral presentations may be held to allow the Bidder to clarify details or further inform the committee regarding the Bidder's organization or Response, but not to change or

correct the original Responses in any way. Oral presentations shall not be open to the public. The committee shall schedule the time and location of any oral presentation. Failure of a Bidder to agree to a date and time for an oral presentation may result in rejection of the Bidder's Response.

The right is reserved to reject any and all Responses, to omit an item or items, or to accept any Response deemed best for NESCSCO and the Participating States.

NESCSCO makes no guarantee that a Contract, or any other obligation to purchase any commodities or services, will result from this RFP.

NESCSCO reserves the right to waive technicalities, irregularities, and omissions if, in the opinion of NESCSCO, they are insubstantial and to do so will serve the best interest of NESCSCO and the Participating States.

NESCSCO may determine that a Response does not comply with the submission instructions and is nonresponsive to the RFP. NESCSCO reserves the right to reject that Response.

2.8 Selected Bidders

NESCSCO will send written notice to the Bidders selected as a result of this RFP. If a selected Bidder fails to sign the Contract offered for the Bidder's acceptance within a reasonable period of time, NESCSCO may determine that the Bidder has abandoned the Contract and shall be free to select another entity with which to execute the Contract.

This RFP is not an offer to enter into an agreement with any party. It is a request to receive Responses from Bidders interested in providing the services specified herein. Nothing in this RFP, or in NESCSCO's acceptance of any proposal in whole or in part, shall obligate NESCSCO to execute a Contract with the Bidder.

SECTION 3. SCOPE AND SPECIFICATIONS

The MLTSS Care Planning Assessment Webinar will focus on the options for selecting and implementing care planning assessments in MLTSS programs. The purpose will be to build the knowledge of state HHS staff from across New England in the requirements, options, and considerations for selecting and implementing care planning assessments for Medicaid MLTSS programs. The format will be predominantly instructive with presentation from faculty and some time at the end for states to ask questions of the faculty and each other. The New England states would like the webinar to address the following questions around care planning assessments in MLTSS:

- What are the federal requirements for care planning assessments in MLTSS?
- What are the options for tool selection (State mandated or MCO selected? Designed by whom?) And what are the pros and cons of each option?

- What are the pros and cons of using a uniform tool across populations? Can a state require a uniform tool and still allow for plan modifications?
- What are a state's options for who administers the tool (State? Plan? Third Party? Hybrid?) And what are the pros and cons of each option?
- What are the best assessment tools for assigning rating categories? and
- How are states conducting quality assurance reviews on rate category assessments?

Where available, the New England states would like the faculty to share real world examples from other state MLTSS programs as they address these questions.

For this webinar, the scope of the populations considered will include adults with physical, cognitive, or mental health conditions in need of Medicaid LTSS, including elderly individuals, adults with Intellectual and Developmental Disabilities (IDD), adults with physical disabilities, adults with behavioral health conditions and individuals who are dually-eligible for Medicare and Medicaid.

3.1 Audience

The webinar will be open to Health and Human Services program executives, managers, policy analysts, attorneys, and other staff engaged in policy development and operations involving Medicaid Managed MLTSS programs. This includes staff from agencies administering HCBS services for older adults, adults with physical and intellectual developmental disabilities, and adults with behavioral health needs.

3.2 Faculty

NESCSO is seeking proposals from public universities or other organizations to develop and deliver the content for a two-hour webinar on care planning assessment options in Medicaid managed long-term services and supports programs (MLTSS) for the New England Region. Faculty will also interact with the NESCSO LTSS Advisory Group prior to the webinar to assure that the agenda and content are responsive to current needs of New England state staff and be prepared to answer questions from state staff regarding their presentations at the end of the webinar. NESCSO will work with the CMS Regional Office to secure CMS faculty and advisors for the webinar as desired.

3.3 Timing

The webinar will be held in May of 2018.

3.4 New Initiatives and Program Modifications

NESCSO reserves the right, at its sole discretion and at any time prior to or during the Contract term, to change any scope of work or portion thereof, whenever, in NESCSO's judgment, NESCSO's goals have been modified in any way that necessitates such changes. In the event that

the scope of work for any task(s) or portions thereof must be changed, NESCSO shall notify the Contractors in writing and negotiate appropriate changes to the Contract, if any.

SECTION 4. SUBMISSION INSTRUCTIONS

4.1 Response Instructions

Responses to this proposal should be no more than 5 pages and include:

- 1) A demonstration of your organization's expertise in the areas of Medicaid managed LTSS programs, care-planning assessment issues, and working with State Health and Human Services Agencies. It should include a description of your organization's ability to provide content and address the questions described in the "Purpose and Scope" section of this RFP that includes real world examples from other states across the country.
- 2) A proposed agenda, including timeline and faculty presenters.
- 3) A proposed outline of the webinar content.
- 4) A proposal, including timeline, for the process and deliverables your organization would use to ensure the agenda and content for the webinar will meet the needs of NESCSO LTSS Advisory Group and the New England states they represent.
- 5) Whether or not your organization can provide webinar technology that will support the proposed webinar including the ability to record the proceedings and for participants to view the presenters.
- 6) A cost proposal, including amounts for development of agenda and content, delivering content on the webinar, and providing webinar technology and service (if applicable). The cost proposal should be all-inclusive.
- 7) The Bidder must include in its Response a list of *all proposed subcontractors*, if any, that will perform a role in the scope of service and that the Bidder has identified prior to the Response due date. This list must include each subcontractor's organization name, address, and website URL (if available).

For any subcontractor(s) that will perform a *significant* role in the scope of services, the Bidder must include in its Service Response a clear delineation and description of any significant subcontractor(s) role.

NESCSO reserves the right to request additional information regarding any proposed subcontractor(s).

- 8) The RFP response shall include a Transmittal Letter and the following 3 attachments: (The Letter and attachments are not included in the page limit.)

Attachment A: Bidder's Contact Information

Attachment B: Evidence of Insurance

Attachment C: Diverse Vendors

4.2 Transmittal Letter

Bidders must submit the Transmittal Letter signed in *blue ink* by an individual with the authority to bind the Bidder. The Transmittal Letter must include the Bidder's name and address, and the information requested in #12 and #13 below. The Transmittal Letter should be no more than one page and include the following information: *(Bidders are encouraged to cut and paste the following and include on the Bidder's letterhead.)*

TRANSMITTAL LETTER

RFR Number: LTSS-2018-01

RFP Title: Academy on Implementation Mechanisms for Medicaid Home and Community-Based Services: Options and Challenges for New England Decision Makers

Bidder's Name:

Date:

The Bidder hereby represents and warrants that:

1. The RFR and specifications have been read and understood by the Bidder;
2. The Bidder agrees to be bound by this RFP (including all attachments and exhibits) and the Bidder's Services Response;
3. The Bidder hereby represents and warrants that the Bidder shall be bound by the terms of the Bidder's Cost Response;
4. The Response is based upon the items described in this RFP and specifications without exceptions;
5. The Response has been arrived at independently, is in all respects bona fide and fair, and is made and submitted without collusion or fraud with any other person (as used in this letter, the word "person" shall mean any natural person, joint venture, partnership, corporation, or other business or legal entity);
6. No attempt has been made or will be made to induce any other person or firm not to submit a bid or Response;
7. The contents of the Response have not been disclosed by the Bidder nor, to the best of its knowledge and belief, by any of its employees or agents, to any person not an employee or agent of the Bidder, and will not be disclosed to any such person prior to the due date for the Responses;
8. The Bidder's Response is effective through the date a Contract is executed;
9. Neither the Bidder nor its principals, subcontractors, or affiliates are presently, nor have they been in the past five years, debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any program or procurement process by any governmental entity or program;
10. The Bidder's legal name, trade name, or any other name under which the Bidder does business (if any) is:
_____;
11. The Bidder's principal address and telephone number is:
_____;
12. If the Bidder is not an individual, identify that the type of legal entity (e.g., corporation (profit or not for profit), limited partnership, general partnership, trust) is _____; and
13. The Bidder's signature is sufficient to bind the Bidder.

The undersigned has the authority to bind the Bidder to the terms of this RFP. The undersigned certifies under penalties of perjury that all statements on or attached to this form are true and correct to the best of his/her knowledge and belief.

Signature

Date

Print Name, Title

Bidder's Organizational Name

SECTION 4.2.1 ATTACHMENTS

SECTION 4.2.1 ATTACHMENT A - BIDDER'S CONTACT INFORMATION

Organizational Name: _____

Contact # 1

Name:

Title:

Job Description:

Anticipated involvement in Contract:

Telephone number:

Mailing address:

Email Address:

Contact # 2

Name:

Title:

Job Description:

Anticipated involvement in Contract:

Telephone number:

Mailing address:

Email Address:

SECTION 4.2.1 ATTACHMENT B - EVIDENCE OF INSURANCE

As part of its Business Response, the Bidder (or subcontractor) must provide NESCSO with written evidence of insurance from the insurer. Any documentation provided pursuant to this requirement should be labeled as *Attachment B – Evidence of Insurance*.

Forms of Coverage: The Contractor (or subcontractor) shall purchase and maintain at its sole cost and expense throughout the term of the Contract adequate insurance coverage necessary for the performance of the work under the Contract. Before commencing work on this Agreement, the Contractor (or subcontractor) must provide certificates of insurance to show that the following minimum coverages are in effect. Such insurance must include but not be limited to the following types and amounts of coverage, as indicated below:

(a) required not required

Commercial General Liability Insurance including products and completed operations liability, and contractual liability coverage specifically covering the Contract, written on an occurrence form, with combined limits for bodily injury, personal injury, and property damage of at least two million dollars (\$2,000,000) per occurrence and four million dollars (\$4,000,000) per aggregate.

(b) required not required

Workers' Compensation Insurance, including Employers Liability Insurance, in compliance with applicable federal and state laws.

(c) required not required

Automobile Liability Insurance covering owned, non-owned, and hired vehicles with combined limits for bodily injury and property damage of at least one million dollars (\$1,000,000) per accident.

(d) required not required

Professional Liability Insurance (including cyber liability and breach notification coverage) on an occurrence or claims made basis, covering claims made during the policy period and reported within four (4) years of the date of occurrence. Limits of liability must not be less than \$1,000,000.

SECTION 4.2.1 ATTACHMENT C -DIVERSE VENDORS

NESCSO seeks to develop procurement opportunities for small, disadvantaged and minority-owned businesses and provide all businesses with the maximum number of feasible opportunities to participate in procurement. NESCSO is committed to developing and sustaining relationships with a diverse group of suppliers, essential for fostering healthy competition and enabling us to obtain the best goods and services. We hope you will partner with us as we work to establish lasting partnerships with small and minority-owned businesses.

All Bidders (or subcontractors) must answer the following question:

- Is the Bidder's (or subcontractor's) organization certified as a diverse vendor by a government entity?

Yes → *Bidders (or subcontractors) that answer "yes" must include a copy of the certificate(s) with this Attachment F of the Bidder's (or subcontractor's) Business Response.*

No

Signature

Date

Print Name, Title

Bidder's Organizational Name

4.3 Submitting Responses

Bidders must submit Responses to the e-mail addresses in the box below. The Bidder's Response must include the RFP Number: LTSS-2018-01. Bidders should note that all information in this RFP document, including NESCSO's mailing address and other contact information, supersedes any conflicting information.

info@nescso.org ATTN: LTSS-2018-01

NESCSO will notify you upon receipt of the Response.