



JENNIFER KENT
DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

August 21, 2015

Dear Interested Parties:

NOTICE TO PROSPECTIVE PROPOSERS

Based upon the authority provided in Welfare & Institutions Code Section 14104.3 and in accordance with Public Contract Code Section 10344 (c), the California Department of Health Care Services (DHCS) is releasing the **FINAL** Request for Proposal (RFP), #13-90271, for the California Dental Administrative Services Organization (ASO) procurement. Prospective proposers are invited to review and respond. When preparing and submitting a proposal, compliance with the instructions found herein is imperative.

DHCS releases this **FINAL** RFP for the ASO procurement on behalf of the California Medi-Cal Dental Services Division (MDSD). The purpose of the RFP is to solicit proposals from firms that are able to provide administrative services for the Medi-Cal Dental Program. This RFP solicits proposals for the takeover and operation of all administrative services related to the Medi-Cal Dental Program, including the effective and efficient adjudication of suspense claims, Treatment Authorization Requests (TARs) and related documents, while improving services to Medi-Cal Dental Program providers, beneficiaries, and federal and State users of the system.

DHCS intends for the selected proposer to take over all administrative services while utilizing the existing California Dental Medicaid Management Information System (CD-MMIS) to meet State and federal regulations and requirements of Medi-Cal and other dental-related programs as described in this RFP. Programs that currently utilize CD-MMIS claims/TARs processing and other related services include Medi-Cal, California Children's Services Program (CCSP), the Genetically Handicapped Persons Program (GHPP) and Regional Center Consumers.

DHCS is procuring two contracts simultaneously, one for Dental ASO services and one for Dental Fiscal Intermediary (FI) services. Each contractor will be required to work with the other while using the existing CD-MMIS to meet each contract's responsibilities.

Office of Medi-Cal Procurement
MS Code 4200 • 1501 Capitol Avenue • Suite 71.3041
P.O. Box 997413 • Sacramento CA 95899-7413
Phone 916.552.8006 • Fax 916.440.7369

A subsequent ASO contract, procured prior to the end of this first ASO contract, will require that successor ASO contractor to utilize its own claims processing/utilization management system that will interface with the existing CD-MMIS. Once the existing CD-MMIS consolidates with the replacement of the medical California Medicaid Management Information System (CA-MMIS), that successor ASO contractor will continue to use its own claims processing/utilization management system interfaced with the new CA-MMIS. The term of the FI contract is intended to span the first ASO contract and a portion of the second ASO contract, to allow the time necessary to implement the on-going system replacement project at CA-MMIS and achieve the envisioned MMIS consolidation.

Prospective proposers can view and download the California Dental ASO RFP from the following Internet site:

http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx. If unable to obtain the RFP via the Internet, please contact the Office of Medi-Cal Procurement (OMCP) at (916) 552-8006 or e-mail OMCP at omcprfp2@dhcs.ca.gov to request a CD-R version.

All agreements entered into with the State of California will include, by reference, General Terms and Conditions (GTC) and Contractor Certification Clauses (CCC) that may be viewed and downloaded at this Internet site:

<http://www.ols.dgs.ca.gov/Standard+Language/default.htm>. If unable to access the Internet, a CD-R copy can be obtained by contacting OMCP at the phone number and e-mail address cited above.

If a discrepancy occurs between the information in the advertisement appearing in the California State Contracts Register and the information herein, the information in this notice and in the attached RFP shall take precedence.

I. Proposal Submission Deadline

Regardless of postmark or method of delivery, DHCS OMCP must receive proposal packages (including the Narrative and Cost Proposals) no later than **4:00 PM on December 4, 2015**. Refer to the attached RFP for detailed submission requirements.

II. Voluntary Non-Binding Letter of Intent

In this procurement, prospective proposers are asked to voluntarily submit a non-binding Letter of Intent. See the attached RFP for detailed Letter of Intent submission instructions.

III. Disabled Veteran Business Enterprise Participation Requirements

Even though DHCS has obtained an exemption from the requirement to adhere to the California's Disabled Veteran Business Enterprise (DVBE) law, proposers are strongly encouraged to propose use of such businesses. Prospective proposers may need four weeks or more to complete this process; therefore, it is advisable to begin this process promptly.

IV. Funding

Limitation of State Liability

Payment for performance under the resulting contract may be dependent upon the availability of future appropriations by the State Legislature or Congress for the purposes of the resulting contract. No legal liability on the part of the State for any payment may arise under the resulting contract until funds are made available through an annual appropriation and the contractor is notified accordingly. If a contract is executed before ascertaining available funding and funding does not become available, DHCS will cancel the contract.

Funding Reduction in Subsequent Budget Years

If a contract is executed and full funding does not become available for the second or a subsequent State fiscal year, DHCS will either cancel the contract or amend it to reflect reduced funding and reduced activities. Continuation of services beyond the first State fiscal year is also subject to the contractor's successful performance. Without prior DHCS authorization, the contractor may not expend funds set aside for one budget period in a subsequent budget period.

V. Proposer Questions

In the opinion of DHCS, this RFP is complete and without need of explanation. However, if questions arise or there is a need to obtain clarifying information, put all inquiries in writing and mail or email them to DHCS according to the instructions in the RFP Main, Proposer Questions. In addition, a Proposer Conference has been tentatively scheduled for **October 5, 2015 at 1:30 PM** in the DHCS Auditorium, 1500 Capitol Avenue. Prospective proposers are encouraged to attend this meeting.

Please note that the exhibits in the RFP are considered "sample" documents and are subject to change. Thank you for your interest in the service needs of DHCS.

Sincerely,

Original signed by *Kevin Morrill*

Kevin Morrill, Chief
Office of Medi-Cal Procurement



Request for Proposal 13-90271

California Dental Administrative Services Organization (ASO)

Department of Health Care Services
Office of Medi-Cal Procurement
MS Code 4200
1501 Capitol Avenue, Suite 71.3041
P. O. Box 997413
Sacramento, CA 95899-7413

Table of Contents

- A. Official Means Of Communication.....8
- B. Sole Point of Contact and Address8
- C. Submission of Proposals and Other Related Documents.....8
 - 1. For Hand Delivery/Courier Service Delivery8
 - 2. For United States Post Office (USPS) Delivery9
 - 3. For Email Delivery.....9
- D. Purpose, Description of Services and Background9
 - 1. Purpose9
 - 2. Description of Services10
 - 3. Background.....10
- E. Time Schedule.....11
- F. Contract Term.....11
- G. Proposer Questions12
 - 1. What to include in an inquiry12
 - 2. Question deadline13
 - 3. How to submit questions13
 - 4. Verbal questions13
- H. Data Library14
 - 1. General Information14
 - 2. Data Library Policy.....14
 - 3. Required Data Library Forms15
 - 4. Updates to the Data Library Material.....16
- I. Proposer Conference.....16
- J. Reasonable Accommodations17
- K. Request for Inclusion on Distribution List17
- L. Voluntary Letter of Intent.....18
 - 1. General Information18
 - 2. Submitting the Voluntary Letter of Intent18
- M. Scope of Work.....18
- N. Qualification Requirements.....18
 - 1. Experience requirements19
 - 2. Compliance with Contract Terms and Conditions.....19
 - 3. Corporations, Partnerships and Limited Liability Companies.....19
 - 4. Non-profit Organizations19
 - 5. Past Business Practice19

6.	Financial Stability – Minimum Financial Criteria.....	19
7.	Follow-on Independent Consultant Contract Disclosure	21
8.	Voluntary Disabled Veteran Business Enterprise Participation	22
9.	Darfur Contracting Act Certification	22
10.	Iran Contracting Act Certification.....	22
11.	Insurance and Bonding Requirement	22
12.	Conflict of Interest Compliance Certification.....	23
13.	Warranty Against Payment of a Broker’s Fee.....	23
O.	General Submission Instructions	23
1.	Proposers must adhere to all of the following instructions	23
2.	Proof of timely receipt	24
3.	Proposer cost.....	24
P.	Narrative Proposal Submission, Format and Content Requirements.....	24
1.	General Instructions	24
2.	Submission Requirements	24
3.	Format Requirements	25
4.	Content Requirements	25
Q.	Cost Proposal Submission, Format and Content Requirements.....	45
1.	General Instructions	45
2.	Submission Requirements	45
3.	Format Requirements	46
4.	Content Requirements	46
R.	Escrow Bid Documents.....	49
S.	Evaluation and Selection	50
1.	Stage 1 - Required Attachments/Certification Checklist Review for the Narrative Proposal (RFP Attachment 2a)	50
2.	Stage 2 - Narrative Proposal Evaluation/Scoring.....	51
3.	Stage 3 - Required Attachments/Certification Checklist for the Cost Proposal (RFP Attachment 2b)	53
4.	Stage 4 - Cost Proposal Evaluation.....	53
5.	Stage 5 – Adjustments to Score Calculations for Bidding Preferences/Incentives	56
6.	Stage 6 – Final Score Calculation	57
T.	Evaluation Questions	57
U.	Proposal Requirements and Information	57
1.	Non-responsive Proposals	57
2.	Proposal Modifications after Submission.....	58
3.	Withdrawal and/or Resubmission of Proposals	58

- 4. Contract Award and Protests 59
- 5. Disposition of Proposals..... 62
- 6. Inspecting or Obtaining Copies of Proposals..... 62
- 7. Verification of Proposer information 63
- 8. DHCS rights..... 63
 - a. RFP corrections 63
 - b. Collecting information from Proposers..... 64
 - c. Immaterial Proposal defects 64
 - d. Correction of clerical or mathematical errors 64
 - e. Right to remedy errors..... 65
 - f. No Contract Award or RFP cancellation 65
 - g. Contract amendments after Contract Award..... 65
 - h. Full funding 65
 - i. Proposed use of subcontractors and/or independent consultants..... 65
 - j. Staffing changes after Contract Award 65
- V. Bidding Certification Clauses 65
 - 1. Certificate of Independent Price Determination 65
 - 2. Debarment and Suspension Certification 66
 - 3. Lobbying Restrictions and Disclosure 67
- W. Preference and Incentive Programs..... 67
 - 1. Small Business/Microbusiness Preference..... 68
 - 2. Non-Small Business Subcontractor Preference..... 68
 - 3. Non-profit Veteran Service Agency Small Business Preference..... 69
 - 4. Disabled Veteran Business Enterprise Incentive 69
 - 5. Combined Preferences 71
- X. Contract Terms and Conditions 71
 - 1. Loss Leader Clause 71
 - 2. Other Terms and Conditions 71
 - 3. Sample Contract Forms and Exhibits 71
 - 4. Unanticipated tasks..... 72
 - 5. Resolution of language conflicts (RFP vs. final Contract) 73

Y. Required Attachments

Attachment #	Attachment Title
Attachment 1	Proposal Cover Page
Attachment 2a Attachment 2b	Narrative Proposal Required Attachments/Certification Checklist Cost Proposal Required Attachments/Certification Checklist
Attachment 3	Client References
Attachment 4	RFP Clause Certification
Attachment 5	CCC 307 – Certification
Attachment 6	Payee Data Record
Attachment 7	Follow-on Consultant Contract Disclosure
Attachment 8 Attachment 8a	Disabled Veteran Business Enterprise (DVBE) Instructions/Forms Actual DVBE Participation
Attachment 9	Darfur Contracting Act Certification
Attachment 10	IRAN Contracting Act Certification
Attachment 11 Attachment 11a Attachment 11b	Non-Small Business Subcontractor Preference Instructions Non-Small Business Subcontractor Preference Request Small Business Subcontractor / Supplier Acknowledgement
Attachment 12	Cost Proposal Bid Sheets 12.1 Takeover Bid Sheet 12.2 Expansion Items Bid Sheet 12.3 Adjudicated Claims Service Line (ACSL) Bid Sheet 12.4 Treatment Authorization Requests(TARs) Bid Sheet 12.5 Provider Telephone Service Center Bid Sheet 12.6 Beneficiary Telephone Service Center Bid Sheet 12.7 Turnover and Runout Bid Sheet 12.8 Cost Proposal Total
Attachment 13	Voluntary Letter of Intent
Attachment 14	Request for Inclusion on Distribution List

Attachment #	Attachment Title
Attachment 15	Conflict of Interest Compliance Certificate
Attachment 16	Proposer Response Guide
Attachment 17	Evaluation Questions

Z. Sample Contract Forms / Exhibits

Exhibit #	Exhibit Title
Exhibit A1	Standard Agreement
Exhibit A	Scope of Work
Exhibit A, Attachment I	Takeover
Exhibit A, Attachment II	Operations
Exhibit A, Attachment III	Turnover and Runout
Exhibit B	Budget Detail and Payment Provisions
Exhibit B, Attachment I	Special Payment Provisions
Exhibit C	General Terms and Conditions (GTC 610). View or download at this Internet site: http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx
Exhibit D(F)	Special Terms and Conditions
Exhibit D(F), Attachment 1	Certification Regarding Lobbying
Exhibit D(F), Attachment 2	Certification Regarding Lobbying
Exhibit E	Additional Provisions
Exhibit E, Attachment I	Change Order Pricing Proposal Form
Exhibit E, Attachment II	Escrow Bid Documents Certification
Exhibit F	Contractor's Release
Exhibit G	Travel Reimbursement Information
Exhibit H	Health Insurance Portability and Accountability Act (HIPAA) Business Associate Addendum (BAA)
Exhibit I	Staffing Qualifications

AA. Program Appendices

Appendix #	Appendix Name
Appendix 1	Map to the Department of Health Care Services
Appendix 2	Formula for Adjudication Audit
Appendix 3	Formula for Processing Audit
Appendix 4	Glossary
Appendix 5	Acronym List
Appendix 6.0	Data Library Instructions
Appendix 6.1	General Data Library Index
Appendix 6.2	Request for Data Library Material
Appendix 6.3	Health Insurance Portability and Accountability Act (HIPAA) Business Associate Addendum (BAA) for Data Library
Appendix 6.4	Data Library Security and Confidentiality Agreement
Appendix 6.5	Data Library Digital Versatile Disc (DVD) and Media Destruction Agreement

A. Official Means Of Communication

1. This solicitation referenced on the cover page of this document is issued by the California Department of Health Care Services (DHCS or Department) and is posted on the Office of Medi-Cal Procurement (OMCP) website:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx.
2. During this solicitation process, official communication with Proposers will be via notices on the OMCP website. Notices may include modifications, addenda, responses to inquiries and the posting of the Notice of Intent to Award. It is the Proposer's responsibility to periodically check the OMCP website for notices, changes, additional documents or amendments that pertain to this solicitation.

B. Sole Point of Contact and Address

The Department's sole point of contact and Proposal delivery address for this solicitation is:

Department of Health Care Services
Office of Medi-Cal Procurement
Attention: Teri Lesh/Subran Singh
RE: DHCS RFP 13-90271
California Dental Administrative Services Organization
1501 Capitol Avenue, Suite 3041, Mail Stop 4200
Sacramento, CA 95814

or

P.O. Box 997413, Mail Stop 4200
Sacramento, CA 95899-7413
(916) 552-8006
omcprfp2@dhcs.ca.gov

C. Submission of Proposals and Other Related Documents

This section is in reference, but not limited to, the submission of the following documents relative to the RFP: Proposer Questions, Voluntary Letter of Intent, Proposals and all other RFP-related correspondence.

1. For Hand Delivery/Courier Service Delivery

- a. All documents must be delivered to DHCS as described in this section. Please read the information in this section carefully.
- b. Proposers must make an appointment with OMCP at (916) 552-8006 to coordinate hand delivery/courier service delivery of documents to DHCS.
- c. Allow sufficient time to find on-street metered parking and to sign-in at the security desk in the lobby at 1501 Capitol Avenue.
- d. Ask security personnel to call OMCP at (916) 552-8006 to notify the office of your arrival. OMCP staff will accept the delivery in the lobby and issue a receipt to the bearer. Proposers are warned not to surrender any deliverables to any person other than OMCP staff.

2. For United States Post Office (USPS) Delivery

- a. All documents mailed to DHCS must adhere to the directions provided in this RFP.
- b. Please be advised DHCS internal processing of USPS deliveries may add forty-eight (48) hours or more to the delivery time. If packages are mailed, consider using certified or registered mail and request a receipt upon delivery.

3. For Email Delivery

- a. As described throughout the RFP, specifically identified attachments, forms and other correspondence may be emailed to DHCS at: omcprfp2@dhcs.ca.gov.
- b. Be sure to indicate the subject along with "RFP 13-90271" as instructed in the RFP. Proposal submissions **may not** be emailed.

D. Purpose, Description of Services and Background

1. Purpose

The California Department of Health Care Services is soliciting Proposals from firms that are able to provide administrative services to support the Medi-Cal Dental Program. This Request for Proposal (RFP) solicits Proposals for the takeover, operation and eventual turnover of all administrative services related to the Medi-Cal Dental Program, including the effective and efficient adjudication of suspense claims, Treatment Authorization Requests (TARs) and related documents while improving services to Medi-Cal Dental Program providers, beneficiaries, and federal and State users of the system. Proposals must address all of the services described in Exhibit A, Scope of Work.

DHCS intends for the selected Proposer to take over the administrative services utilizing the existing CD-MMIS to meet State and federal regulations and requirements of the Medi-Cal and other dental-related programs as described in this RFP. Programs that currently utilize CD-MMIS claims/Treatment Authorization Requests (TARs) processing and other related services include Medi-Cal, California Children's Services Program (CCSP), Genetically Handicapped Persons Program (GHPP) and the Regional Center Consumers.

DHCS is procuring two Contracts, one for the dental Administrative Services Organization (ASO) and one for the California Dental Medicaid Management Information System (CD-MMIS) Fiscal Intermediary (FI) services. The ASO Contractor will be required to operate with the dental FI Contractor using the existing CD-MMIS. A second ASO Contract, procured prior to the end of the ASO Contract, will require the Contractor to utilize its own claim processing/utilization management system that will interface with the existing CD-MMIS. Once the existing CD-MMIS consolidates with the replacement of the California Medicaid Management Information System (CA-MMIS), the ASO Contractor will continue to use its own claims processing/utilization management system, interfaced with the new CA-MMIS replacement system. The FI Contract is intended to span the time required to implement the on-going system replacement project at CA-MMIS and achieve MMIS consolation.

DHCS intends to make a Contract award to the most responsive and responsible firm earning the highest score. This procurement is open to all eligible firms and/or individuals that meet the qualification requirements, including commercial businesses, non-profit organizations, State or public universities (including auxiliary organizations) and other entities.

2. Description of Services

A number of innovative features are included in the RFP. It is critical, therefore, that Proposers carefully read and understand all sections in the RFP and all provisions of each exhibit. Examples of new Contract features are described below.

a. On-line and/or Computer-Based Interactive Training

An on-line and/or computer-based interactive training tool through a web-based user interface to allow staff to access material and manuals at their workstations and repeat training lessons at their own pace.

3. Background

From its inception in 1966, Medi-Cal has experienced increasing program cost, primarily as a result of a steady increase in the eligible population, growth in caseload, and increased utilization of services and hospital cost. A Medi-Cal Reform Plan (MRP) was enacted by statute in October 1971 (Chapter 577, Statutes of 1971) with the objective of developing an equitable statewide eligibility system, a uniform schedule of benefits for eligible Californians with a strong system of utilization and quality controls, and an improved system of health care delivery and health care financing for the program.

DHCS, as part of the California Health and Human Services Agency (CHSSA), is the single State department responsible for administering the Medi-Cal program, which includes dental services for Medi-Cal recipients. Within DHCS, Health Care Programs manages the Medi-Cal program while the Medi-Cal Dental Services Division (MDSO) provides the day-to-day oversight and management.

From 1966 to 1972, all claims for dental health care services rendered to Medi-Cal recipients were submitted, processed, and paid by a single FI. In 1973, with passage of the Waxman-Duffy Act, the State Legislature provided the opportunity for the State of California to explore the possibility of delivering dental care on a prepaid, at-risk basis (for services and administrative cost). Under the provisions of the Waxman-Duffy Act, effective January 1, 1974, the State entered into a four year pilot project with California Dental Services, a.k.a. Delta Dental Plan of California, to provide dental care services on a prepaid, at-risk basis. Legislative action allowed the State to extend the pilot project leading to the first of several competitively bid contracts, under a prepaid, at-risk model.

The Center for Medicare and Medicaid Services (CMS) has recently voiced concerns with certain elements of the current Dental FI contract including the fact that California operates two MMIS. In order to address CMS' concerns and with DHCS currently evaluating alternatives for the eventual migration to a single MMIS, DHCS has removed the underwriting and at-risk basis from the Contract that will be awarded as a result of this RFP. Consequently, DHCS is releasing two competitive

RFPs. One RFP will solicit bids to obtain an FI Contractor to support the CD-MMIS, and the other, this RFP, to provide administrative services for the Medi-Cal Dental Program.

This RFP solicits competitive bids from dental ASO Contractors for the administrative services provided by the Medi-Cal Dental Program.

E. Time Schedule

Below is the tentative time schedule for this procurement.

Event	Date	Time (If applicable)
RFP Released	August 21, 2015	
Questions Due	September 14, 2015	4:00 PM Pacific Time
Request for Inclusion on Distribution List	October 26, 2015	4:00 PM Pacific Time
Proposer Conference	October 5, 2015	1:30 PM Pacific Time
Voluntary Non-Binding Letter of Intent	October 7, 2015	4:00 PM Pacific Time
Proposal Due Date	December 4, 2015	4:00 PM Pacific Time
Notice of Intent to Award Posted	April 19, 2016	
Protest Deadline	April 26, 2016	4:00 PM Pacific Time
Contract Award Date	April 27, 2016	
Proposed Start Date of Contract	July 1, 2016	

F. Contract Term

The term of the resulting Contract is expected to be twenty-four (24) months and is anticipated to be effective July 1, 2016, or upon approval by CMS and the Department of General Services (DGS), whichever is later. DHCS may extend the Contract using up to five one-year optional extensions. The Contract may be extended using any combination of the five one-year optional extensions. Contract extensions are subject to

satisfactory performance of Scope of Work (SOW) requirements, funding availability and approval by DGS, if applicable.

The Contract term may change if DHCS makes an award earlier than expected or if DHCS cannot execute the Contract in a timely manner due to unforeseen delays. DHCS reserves the right to extend the term of the resulting Contract via an Amendment, as necessary, to complete or continue the services. Contract extensions are subject to satisfactory performance, funding availability and approval by DGS, if applicable.

The resulting Contract will be of no force or effect until it is signed by both parties and approved by CMS and DGS, if required. The Contractor is hereby advised not to commence performance until all approvals have been obtained and the Contractor is advised by DHCS to begin work. If performance commences before all approvals are obtained, said services may be considered to have been volunteered until such approvals are obtained.

See Exhibit E, Additional Provisions, Term of the Contract for additional information.

G. Proposer Questions

Immediately notify DHCS if clarification is needed regarding the services sought or questions arise about the RFP and/or its accompanying materials, instructions or requirements. Inquiries must be in writing and transmitted to DHCS as instructed in RFP Main, Submission of Proposals and Other Related Documents. At its discretion, DHCS reserves the right to contact an inquirer to seek clarification of any inquiry received.

Proposers that fail to report a known or suspected problem with the RFP and/or its accompanying materials or fail to seek clarification and/or correction of the RFP and/or its accompanying materials shall submit a Proposal at their own risk. In addition, if awarded the Contract, the Contractor shall not be entitled to additional compensation for any additional work caused by such problem, including any ambiguity, conflict, discrepancy, omission or error.

Following the question submission deadline, DHCS will summarize all general questions and issues raised and post the summary of questions and responses on the OMCP website at: http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx. DHCS will also notify all interested parties that have submitted a Request for Inclusion on the Distribution List form, RFP Attachment 14, with an email that there has been an update posted to the OMCP website.

To the extent practical, inquiries shall remain as submitted. However, DHCS may consolidate and/or paraphrase similar or related inquiries.

1. What to include in an inquiry

- a. Inquirer's name and title, name of firm submitting the inquiry, mailing address, email address, area code and telephone number.
- b. Following the table format below, list the RFP section, page number, a description of the specific problem or issue in question, and remedy sought, if any.

RFP Reference	Section and Page Number	Question or Issue	Remedy Sought
Use "General" for general questions. Use "RFP Main" if the question is about a section in the RFP Main. For questions regarding exhibits and attachments, identify the exhibit by letter and the attachment by number, e.g., "Exhibit A/Attachment 1", "Attachment 2", etc.	Indicate the RFP section by letter. Include the number(s) or letter(s) of any subsection(s) or paragraph(s). Indicate the exhibit letter and identify any subsection(s) by number(s) or letter(s). Example: A.1; pg 27 of 47		

2. Question deadline

Proposers are encouraged to submit written inquiries about this RFP to DHCS no later than two State work days before the Proposer Conference date so answers can be prepared in advance. Notwithstanding the initial question submission deadline, DHCS will accept inquiries via hand delivery, courier service delivery, USPS delivery or email received by **4:00 PM Pacific Time (PT)** on the date of the Proposer Conference.

Notwithstanding the question submission deadline, DHCS will accept questions or inquiries about the following issues if such inquiries are received prior to the Proposal submission deadline.

- a. The Disabled Veterans Business Enterprise (DVBE) participation option and how to complete the DVBE attachments. To clarify, DVBE participation is **NOT** required in this RFP. However, voluntary participation is encouraged and an incentive will be applied as applicable.
- b. The reporting of RFP errors or irregularities.

3. How to submit questions

Please refer to RFP Main, Submission of Proposals and Other Related Documents.

4. Verbal questions

Verbal inquiries are discouraged. DHCS reserves the right to not accept or respond to verbal inquiries. **Spontaneous verbal remarks provided in response to verbal**

inquiries are unofficial and are not binding on DHCS unless later confirmed in writing.

Direct all verbal requests for DVBE assistance, prior to the Proposal submission deadline, to DHCS' DVBE Coordinator at (916) 650-0205.

H. Data Library

1. General Information

A Data Library for this procurement will be available from the date of the release of this RFP, or shortly thereafter, until the Proposal submission deadline. The Data Library consists of two sections. The first section is the General Data Library and the second is the Business Rules Data Library.

Due to the high level of sensitivity and confidentiality of the Data Library material, DHCS will restrict access to the contents of the Data Library to prospective Proposers only.

All Data Library material will be available on disc, and will not be supplied in hard copy, unless doing so is necessary to meet a reasonable accommodation request (see RFP Main, Reasonable Accommodations). The Data Library contents will be contained on single layer 4.7 GB digital versatile disc (DVD) or compact discs (CDs). It is the responsibility of the Proposer to have the necessary equipment to view the information contained on these discs. Discs will be encrypted and the encryption password will be provided by email to the Point of Contact designated on Appendix 6.2, Request for Data Library Material. See Appendix 6.1, Data Library Index for details concerning the Data Library material contained on each disc. RFP 13-90271 for the California Dental ASO and RFP 13-90270 for the CD-MMIS FI will contain the same Data Library material. Proposers submitting Proposals for both procurements are not required to submit a separate set of Data Library forms (see Appendices) for each RFP. DHCS will accept one completed set of Data Library forms from Proposers that intend to submit Proposals in response to both RFPs.

2. Data Library Policy

a. Proposers must formally request the Data Library material. The request must be submitted using the Appendices (6.2 through 6.5) described in this section. **All Appendices must be signed by an individual who is authorized to legally bind the Proposer to all of the provisions contained in the Appendices.**

b. Each Proposer must designate a Point of Contact to act as the official contact for Data Library communication.

Note - Should the Proposer's Point of Contact change, immediately notify DHCS by submitting a revised set of the required Data Library Appendices.

c. Only one set of Data Library discs will be provided to each Proposer.

d. The Data Library is the property of DHCS and all discs must be destroyed or returned to DHCS within ten (10) calendar days after either the award of a Contract, a notice by DHCS of intent not to award a Contract, or upon notice by

- the State to return the material. This includes the return of any updated discs that DHCS may supply to the Proposer.
- e. All DHCS data must be destroyed from all media when the data is no longer necessary for the purpose for which it was intended. The removal method must conform to the National Institutes of Standards and Technology (NIST). This includes Data Library material that has been copied to other media by the Proposer.
 - f. Once Data Library discs have been returned to DHCS and all DHCS data has been destroyed from all Proposer media, the Proposer's Point of Contact must notify DHCS of policy compliance by sending an e-mail to: omcprfp2@dhcs.ca.gov with the subject line "Data Library Destruction-RFP 13-90271".
 - g. As of the date and time Proposals are due to OMCP, the Data Library will be closed and the State will make a copy of the contents. This copy will become the Official Record of the Data Library. This Official Record will be placed in the same escrow account, and will be subject to the same rules, as the Escrow Bid Documents which are explained in RFP Main, Escrow Bid Documents and in Exhibit E, Additional Provisions, Escrow Bid Documents. The Dental Program and the successful Proposer will be given an exact duplicate of the Data Library Official Record placed in escrow after the Contract has been awarded. The cost of storage shall be the responsibility of the Contractor.

3. Required Data Library Forms

- a. In order to safeguard the confidentiality of the Data Library, DHCS will not supply the Data Library discs until all of the required Appendices described in this section have been signed by an authorized official and submitted by the Proposer's Point of Contact. Appendices submitted to OMCP for approval and authorization must contain original signatures, signed in a color other than black. Photocopies, email copies or faxed copies will not be accepted.
- b. Submit the following Appendices to request the Data Library discs:
 - 1) Appendix 6.2 – Request for Data Library Material
Note: Proposer must indicate the designated "Point of Contact" for Data Library communications on this form.
 - 2) Appendix 6.3 – Health Insurance Portability and Accountability Act Business Associate Addendum for Data Library
 - 3) Appendix 6.4 – Data Library Security and Confidentiality Agreement
 - 4) Appendix 6.5 – Data Library DVD and Media Destruction Agreement

Note: As indicated above, the Data Library material is the property of DHCS and must be returned, and deleted, and/or destroyed within ten (10) calendar days after either the Proposal due date, a notice by the State of intent not to award a Contract or upon notice by the State to return the material. The Data Library Disc Return and Media Destruction Agreement describes DHCS' policy for the return and/or destruction of the Data Library discs. By signing this

Appendix, the Proposer attests that he or she understands and agrees to Data Library policy contained in this RFP.

4. Updates to the Data Library Material

The Data Library may be periodically updated and additional documents may be added, deleted or changed during this procurement.

Announcements regarding Data Library updates and/or additions will be posted directly to the OMCP website. Proposers may wish to review the OMCP website periodically at:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx
for current information about revisions to the Data Library. It will be the responsibility of the Proposers to view the Data Library material in detail for changes.

Interested Parties that submit RFP Attachment 14, Request for Inclusion on Distribution List, will receive an e-mail notification of any updates to the Data Library. A notice will also be posted on the OMCP website.

I. Proposer Conference

DHCS will conduct a Proposer Conference in Sacramento on October 5, 2015 at 1:30 PM PT at the following location:

Department of Health Care Services
1500 Capitol Avenue
1st Floor Auditorium
Sacramento, CA 95814

Prospective Proposers that intend to submit a Proposal are encouraged to attend the Proposer Conference. It shall be each prospective Proposer's responsibility to attend the Proposer Conference promptly at 1:30 PM. DHCS reserves the right not to repeat information for participants that join the conference after it has begun.

If a prospective prime Contractor is unable to attend the Proposer Conference, an authorized representative of its choice may attend on its behalf. The representative may sign-in as a representative for only one prospective prime Contractor. Subcontractors may also only represent a single prospective prime Contractor at the Proposer Conference.

The Proposer Conference is a public meeting and anyone can attend.

The purpose of the conference is to review highlights of the RFP and allow prospective Proposers the opportunity to ask questions about the services sought, and any RFP requirements and/or instructions.

Prospective Proposers are encouraged to carefully review the RFP before the conference to become familiar with qualification requirements, SOW requirements and Proposal content requirements. Conference attendees should have their copy of the RFPs available for viewing during the conference. Copies of the RFPs, in any format, will not be provided at the Proposer Conference.

Refer to the RFP Main, Proposer Questions for instructions for how to submit written questions and inquiries before the conference date.

DHCS reserves the right to determine which inquiries will be answered during the conference and which will be answered later in writing. **Answers and comments provided by DHCS in response to Proposer questions/inquiries are unofficial and are not binding on DHCS unless later confirmed in writing.**

After the conference, DHCS intends to summarize all general questions and issues raised before and during the conference and email the summary and responses to all parties who requested inclusion on the distribution list and to those who attended/participated in the conference. In lieu of mailing or emailing a summary of questions and/or responses to those who requested inclusion on the distribution list and to conference attendees, DHCS may opt to post the summary and responses on the OMCP website at the following address:

http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx

To the extent practical, inquiries shall remain as submitted. However, DHCS may consolidate and/or paraphrase similar or related inquiries/questions.

Conference attendees are responsible for their cost to attend/participate in the conference. That cost cannot be charged to DHCS or included in any cost element of a Proposer's price offering.

For driving and parking instructions, please see RFP, Appendix 1.

J. Reasonable Accommodations

For individuals with disabilities, DHCS will provide assistive services such as sign-language interpretation, real-time captioning, note takers and reading or writing assistance. DHCS will also provide conversion into Braille, large print, audio cassette and CD of such items as the RFP and RFP Addenda, Proposer Conference handouts, Questions and Answers Notices, applicable Data Library materials and other Administrative Notices.

To request such services or copies in an alternate format, please contact DHCS staff listed in RFP Main, Sole Point of Contact and Address no later than September 18, 2015 to arrange for reasonable accommodations. The range of assistive services available may be limited if requestors cannot allow ten (10) or more State work days prior to the date the alternative format material is needed. Note: (TTY) California Relay telephone number 711-1-800-735-2929.

K. Request for Inclusion on Distribution List

During the procurement process, DHCS may revise RFP content through issuance of an Administrative Bulletin or an RFP Addendum in order to transmit important information to Interested Parties and prospective Proposers who have submitted to DHCS RFP Attachment 14, Request for Inclusion on Distribution List. Administrative Bulletins and RFP Addenda will be posted to the OMCP website at:

http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx.

DHCS will notify Interested Parties and prospective Proposers each time an Administrative Bulletin and/or RFP Addendum is posted to the OMCP website via email

message. This email message will be sent to Interested Parties and prospective Proposers who have submitted RFP Attachment 14, Request for Inclusion on Distribution List. Therefore, it is incumbent upon any prospective Proposer who has not submitted a Request for Inclusion on Distribution List to monitor the OMCP website for Administrative Bulletins and RFP Addenda for revisions to the RFP and for important procurement information.

Interested parties and prospective Proposers unable to download information from the OMCP website may request a CD of the RFP. Please refer to RFP Main, Sole Point of Contact and Address to request a CD.

L. Voluntary Letter of Intent

1. General Information

Prospective Proposers are encouraged to submit the Voluntary Letter of Intent, RFP Attachment 13, to indicate either intent to submit a Proposal or to indicate the reason(s) for not submitting a Proposal. Failure to submit the Voluntary Letter of Intent will not affect the acceptance of any Proposal. The Voluntary Letter of Intent is not binding and Proposers are not required to submit a Proposal because a Voluntary Letter of Intent is submitted.

2. Submitting the Voluntary Letter of Intent

Submit RFP Attachment 13, Voluntary Letter of Intent, by 4:00 PM PT on October 7, 2015. Send the attachment to the Department as stated in RFP Main, Sole Point of Contact and Address, and RFP Main, Submission of Proposals and Other Related Documents.

M. Scope of Work

See Exhibit A, Scope of Work, and Exhibit A, Attachments I, II and III that are included in RFP Main, Sample Contract Forms and Exhibits. Exhibit A and Exhibit A, Attachments I, II, and III contain a detailed description of the services and work to be performed as a result of this procurement.

N. Qualification Requirements

Failure to meet the following requirements by the Proposal submission deadline may be grounds for DHCS to deem a Proposer non-responsive. Evaluators may choose not to thoroughly review or score Proposals that fail to meet these requirements.

If the Proposer is a subsidiary of another business entity, such as a parent corporation, and the Proposal relies in part on the business experience of that entity, these qualification requirements will apply to the other business entity as well.

A Proposer may meet the qualification requirements through the combined qualifications of the Proposer and its subcontractor(s) and/or independent consultant(s). If qualifications are met using this manner, the subcontractor(s) and/or independent consultant(s) must also meet the qualifications requirements of this RFP.

In submitting a Proposal, use RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist to certify and prove that the Proposer possesses and agrees to abide by the following qualification requirements.

1. Experience requirements

The Proposer must have three consecutive years of relevant prior experience within the last five years from Proposal submission date, which is similar to the work contemplated by this RFP, and which demonstrates the Proposer's ability to perform such work. Such experience may consist of a combination of experience either by the Proposer or by a parent corporation of the Proposer, or the relevant work experience of the management team or the relevant experience of a subcontractor(s) and/or independent consultant(s). If the prior experience and demonstrated ability requirements are to be met in whole or in part by the experience of a subcontractor(s) and/or independent consultant(s), documentation of the subcontractor's(s') and/or independent consultant's(s') experience and ability must be formally submitted and accepted as part of the Proposer's Narrative Proposal. Proposers should possess experience in administering, developing and operating a comprehensive health program for Medicare, Medicaid or another health insuring/paying organization.

2. Compliance with Contract Terms and Conditions

Proposers must certify that they have read and are willing to comply with all proposed terms and conditions addressed in RFP Main, Contract Terms and Conditions, including the terms appearing in the referenced Contract exhibits.

3. Corporations, Partnerships and Limited Liability Companies

As required by California law, business entities must be in good standing and qualified to do business in California.

4. Non-profit Organizations

Non-profit organizations must certify their eligibility to claim non-profit status.

5. Past Business Practice

Proposers must have a past record of sound business integrity and a history of being responsive to past contractual obligations.

6. Financial Stability – Minimum Financial Criteria

In order to safeguard the interest of the State and in order to insure that a Proposer has the financial wherewithal to conduct this Contract, the Proposer shall supply the following information, as appropriate:

- a. Proposers shall submit a Financial Stability Plan incorporating the following data discussed in items 1) through 5), below, for the past two corporate fiscal years of the Proposer and the interim period from the end of the last full fiscal year up to and including the date specified for submission of Narrative Proposals.

If the Proposer is a subsidiary of any other legal entity and the financial resources of the Parent Corporation are required to qualify the subsidiary for competition under this Procurement, the financial stability submission requirements for this section shall apply to the Parent Corporation.

Audited statements are preferred, but not required. DHCS will accept financial statements prepared by the Proposer's financial accounting department, accounting firm or an auditing firm. A statement signed by the Proposer's Chief Executive Officer, Chief Financial Officer or representative certifying that the financial statements are accurate and complete must accompany all financial statements. Un-audited financial statements may not be used to qualify under RFP Main, Qualification Requirements, 6.b., below.

- 1) Proposer's annual financial statements for the last two fiscal years, accompanied by an independent certified public accountants (CPA) report, certificate or Opinion Statement.
 - 2) Proposer's public interim financial statements for the interim period from the end of the last full fiscal year up to and including the month prior to submission of the Narrative Proposal. The State does not require submittal of interim statements for the last two fiscal years for which annual reports are submitted.
 - 3) Proposer's projected pro forma financial statement and statement of changes in financial position for the next three years predicted upon operation without the award of this Contract.
 - 4) Proposer's detailed financial plan and proposed cash flow budget demonstrating that the availability and source of sufficient funds to cover the Proposer's projected operation cost without risk of insolvency were the Proposer to provide the contractual services under the Contract period.
 - 5) Proposer's organization history of claims of bankruptcy, receivership, questioned cost, repayment of funds, failure to fulfill contract and criminal and/or civil legal actions that name the organization or administrative/supervisory staff that have occurred within the past five years of the Proposal submission date. If the Proposer supplies audited financial statements, all noted audit exceptions must be explained.
- b. In lieu of RFP Main, Qualification Requirements, 6.a.1) through 5), above, Proposers must provide all of the following:
- 1) Proposer's two most recent annual certified financial statements, accompanied by an independent CPA's Unqualified Audit Report or Opinion Statement (Unqualified/Clean Opinion); and
 - 2) An organization's history of claims of bankruptcy, receivership, questioned cost, repayment of funds, failure to fulfill contract and criminal or civil legal actions that name the organization or administrative/supervisory staff that have occurred within the past five years of the Proposal submission date. All noted audit exceptions of the audited financial statements must be explained; and, either

- 3) Evidence of capital contributions and retained earnings equal to an amount greater than twenty-five million dollars (\$25,000,000), as identified in the annual financial statements; or
- 4) Evidence of assets under control greater than fifty million dollars (\$50,000,000), as identified in the annual financial statements.

c. Guaranty Provisions

If the Proposer is a subsidiary of another entity, the Proposer must submit a guaranty from any entity in the Proposer's chain of ownership that is publicly traded. If no such parent entity is publicly traded, the guaranty shall be submitted by a parent entity at a level in the chain of ownership that is acceptable to DHCS. The guaranty shall meet all the requirements specified in Exhibit E, Additional Provisions, Guaranty Provisions, be in a form satisfactory to DHCS, and provide for the full and prompt performance of all covenants, terms and conditions, and agreements throughout the term of the Contract.

d. Certification

All financial data submitted in the Financial Stability Plan and Guaranty Provisions in connection with this RFP shall be accompanied by a signed statement from the Proposer's or parent corporation's Chief Executive Officer, Chief Financial Officer or representative certifying that the data is current, accurate, and complete.

7. Follow-on Independent Consultant Contract Disclosure

Proposers must certify their Proposal response is not in violation of Public Contract Code (PCC) Section 10365.5 and, if applicable, must identify previous independent consultant services contracts that are related in any manner to the services, goods, or supplies being acquired in this solicitation. Detailed requirements are outlined in RFP Attachment 7, Follow-on Independent Consultant Contract Disclosure.

PCC Section 10365.5 generally prohibits a person, firm or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of an independent consulting services contract.

PCC Section 10365.5 does not apply to any person, firm or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than ten percent (10%) of the total monetary value of the consulting services agreement. Independent consultants and employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

PCC Section 10365.5 does not distinguish between intentional, negligent and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract and/or imposition of criminal penalties.

8. Voluntary Disabled Veteran Business Enterprise Participation

DVBE participation is NOT required in this RFP. However, voluntary participation is encouraged and an incentive will be applied to Proposals that meet a DVBE participation goal of one-quarter of one percent (00.25%) for this solicitation as applicable. Detailed information and instructions are outlined in RFP Main, Preference and Incentive Programs, and RFP Attachment 8, DVBE Instructions/Forms.

9. Darfur Contracting Act Certification

Proposers that currently have, or within three years prior to the Proposal submission date, have had business activities or other operations outside of the United States must certify that the proposing entity is either (A) not a scrutinized company, or (B) is a scrutinized company that has been granted permission by DGS to submit a Proposal in response to this solicitation. A "scrutinized" company is defined in PCC Section 10476. Detailed certification requirements appear in RFP Attachment 9, Darfur Contracting Act Certification.

If the Proposer does not currently have and has not had, within three years prior to the Proposal submission date, any business activities or other operations outside of the United States, there is no need to complete or submit RFP Attachment 9, Darfur Contracting Act Certification.

10. Iran Contracting Act Certification

Pursuant to PCC Sections 2202-2208, prior to bidding on, submitting a proposal or executing a contract or renewal for a State of California contract for goods or services of one million dollars (\$1,000,000) or more, a bidder/proposer/respondent must either:

- a. Certify it is **not** on the current list of persons engaged in investment activities in Iran, created by DGS pursuant to PCC Section 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person for forty-five (45) days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or
- b. Demonstrate it has been exempted from the certification requirement for that solicitation or contract, pursuant to PCC Section 2203(c) or (d).

To comply with this requirement, read and complete RFP Attachment 10, IRAN Contracting Act Certification.

11. Insurance and Bonding Requirement

The successful Proposer agrees to supply, before Contract Effective Date (CED), proof of liability insurance and fidelity bonding that meets the requirements of Exhibit E, Additional Provisions, Insurance and Bonding.

12. Conflict of Interest Compliance Certification

Proposers must certify and submit proof that no prohibited conflict of interest exists. If a conflict(s) does exist, the corrective measures that will be taken to mitigate such conflict(s) shall be submitted. Detailed requirements are outlined in RFP, Attachment 15, Conflict of Interest Compliance Certificate.

The successful Proposer shall furnish in writing to the Department the ownership and control information required by Title 42, CFR, Chapter 4, Subpart 455.104 prior to CED.

13. Warranty Against Payment of a Broker's Fee

Proposers (to include any officers, director or employees) must certify that no broker or finder has been employed, and that no liability for any brokerage fee, commission or finder's fee (or similar fees, commission or reimbursement expenses) has been incurred in connection with the transactions contemplated by this Contract.

O. General Submission Instructions

1. Proposers must adhere to all of the following instructions

- a. Each firm or individual may submit only one Narrative Proposal and only one Cost Proposal. For the purposes of this paragraph, "firm" includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one Narrative Proposal or one Cost Proposal, DHCS will reject all Proposals submitted by that firm or individual.
- b. A firm or individual proposing to act as a prime Contractor may be named as a subcontractor and/or independent consultant in another Proposer's Proposal. Similarly, more than one Proposer may use the same subcontractor(s) and/or independent consultant(s).
- c. Develop Proposals by following all RFP instructions and/or clarifications issued by DHCS in the form of Question and Answer Notices, Administrative Bulletins and RFP Addenda.
- d. Before submitting a Proposal, seek timely written clarification of any requirements or instructions that are believed to be vague, unclear or that are not fully understood. The Proposer assumes the risk that its Proposal may be rejected for failure to follow a rule or requirement which the Department interprets differently than the Proposer did in preparing its Proposal.
- e. Each Proposal must be complete with required content, attachments and documentation. Assemble the Narrative Proposal as instructed in RFP Main, Narrative Proposal Submission, Format and Content Requirements, Content Requirements. Assemble the Cost Proposal as instructed in RFP Main, Cost Proposal Submission, Format and Content Requirements, Content Requirements.
- f. Proposal copies or sets and accompanying CD-R/DVD-R must match the Proposal marked Original. The Original Proposals take precedence over all hard copies and accompanying CD-R/DVD-Rs. The hard copies of the Original and

- the CD-R/DVD-R copies shall be exact replicas of the original Narrative Proposal and Cost Proposal.
- g. A person who is authorized to bind the Proposer must sign each RFP attachment that requires a signature. If the Proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign each RFP attachment that requires a signature. Signature stamps are not acceptable.
 - h. Signatures may be scanned on the accompanying CD-R/DVD-R copies.
 - i. Do not mark any portion of the Proposal response, any RFP attachment or other item of required documentation as "Confidential" or "Proprietary". DHCS will disregard any language purporting to render all or portions of a Proposal confidential or proprietary.
 - j. Proposals may not be transmitted electronically by fax or email.
 - k. The Narrative Proposal and the Cost Proposal must be submitted at the same time.

2. Proof of timely receipt

- a. All mailed Proposals will be dated and time stamped upon receipt at DHCS. Proposals hand delivered will be issued a date and time stamped receipt at the time the Proposal is delivered.
- b. To be timely, DHCS OMCP must receive each Proposal at the stated delivery address **no later than 4:00 PM PT** on the Proposal submission due date. A USPS postmark will not serve as proof of timely delivery.

3. Proposer cost

Proposers are responsible for all cost of developing and submitting a Proposal. Such cost cannot be charged to DHCS or included in any cost element of a Proposer's price offering.

P. Narrative Proposal Submission, Format and Content Requirements

1. General Instructions

Narrative Proposals shall be straightforward, detailed and precise. DHCS will determine the responsiveness of the Narrative Proposal by its quality, not by its volume, packaging or colorful displays.

2. Submission Requirements

- a. Submit the Narrative Proposal to DHCS, as instructed per RFP Main, Sole Point of Contact and Address, and Submission of Proposals and Other Related Documents.
- b. The Narrative Proposal package shall include one original printed version, five printed copies and one CD-R/DVD-R copy. The printed copies and the CD-R/DVD-R shall be exact duplicates of the original printed version.

- c. Write the words "Original Narrative Proposal" on the spine of the binder containing the original Narrative Proposal version, as well as on the front binder cover and front cover page of the original version. Label the printed copies as Copy #1 of X, Copy #2 of X, Copy #3 of X, etc., in the same manner as the original version.
- d. Label the CD-R/DVD-R "Original Narrative Proposal" and place it in a protective sleeve that bears the RFP number and title. Place it in the container that contains the first binder of the original Narrative Proposal version.
- e. Place all the binders in a box(es) or other container(s). If more than one container is submitted, carefully address each one as instructed below, and label the outside of each container as "Box 1 of X", "Box 2 of X", etc.
- f. The Narrative Proposal must be distinctly identified as follows on the exterior of the box(es):

NARRATIVE PROPOSAL FOR RFP 13-90271
CALIFORNIA DENTAL ADMINISTRATIVE SERVICES ORGANIZATION
"Box 1 of X", "Box 2 of X", etc.

3. Format Requirements

- a. Format each printed page using one-inch margins at the top, bottom and both sides.
- b. Use a font size of not less than eleven (11) points.
- c. Print pages double-sided on white bond paper.
- d. Sequentially paginate the pages in each section. It is not necessary to paginate items required in RFP Main, Narrative Proposal Submission, Format and Content Requirements, Appendix or RFP Main, Narrative Proposal Submission, Format and Content Requirements, Narrative Proposal Attachments.

4. Content Requirements

This section specifies the order and content of each Narrative Proposal. Assemble the materials in each Narrative Proposal version in the following order:

- a. Proposal Cover Page, RFP Attachment 1

A person authorized to bind the Proposer must sign RFP Attachment 1, Proposal Cover Page. If the Proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

- b. Table of Contents

Properly identify each section and the contents therein.

- c. Executive Summary

This section must not exceed eight pages in length.

In preparing the Executive Summary, do not simply restate or paraphrase information in this RFP. Describe or demonstrate, in the Proposer's own words, the following information:

- 1) An understanding of the Department's needs and the importance of this project.
- 2) The tangible results that are expected to be achieved.
- 3) A sincere commitment to perform the SOW in an efficient and timely manner.
- 4) How this project will be effectively integrated into the proposing firm's current obligations and existing workload.
- 5) Why the proposing firm should be chosen to undertake this work at this time.

d. Proposing Firm's Capability

- 1) Include a brief history of the proposing firm, including:
 - a) Date of establishment. If applicable, explain any changes in business history (i.e., name change, ownership, partnership arrangements, etc.) or organizational structure that will assist DHCS in determining the qualifications of the proposing firm.
 - b) A description of the proposing firm's goals that are relevant, closely related or which complement this project.
- 2) Describe experience that qualifies the proposing firm to undertake this project. At a minimum, the experience cited shall be for three years of consecutive experience within the past five years of the Proposal submission date, except for item P.4.d.2)a)ii, below, which shall not have a time limit. It is possible to attain the experience types listed below during the same time period.
 - a) Provide a statement of experience which the Proposer believes qualifies the Proposer to undertake this Contract. Proposers shall report on the types of experiences in the following order:
 - i. Takeover of an existing Medicaid or Medicare administrative services program.
 - ii. Operation, modification and management of a Medicaid or Medicare administrative services program. This item may be merged with item i. above.
 - iii. Design, development, maintenance, modification and/or operations of:
 - A. A beneficiary outreach program; or
 - B. A provider outreach program; or

- C. Any program/process related to improving or providing services to beneficiaries and/or providers.

Experience cited here shall include the Proposer's experience in establishing and maintaining effective working relationships with government entities, local community-based organizations and private non-profit organizations.

- iv. Identification of whether the Proposer or any of its proposed subcontractors and/or independent consultants has had a contract terminated for failure to perform. Also identify whether the Proposer or any of its proposed subcontractors and/or independent consultants have been removed from a governmental bidder's list as a result of failure to perform or failure to comply with financial requirements.
 - v. Previous experience within the last five years of the Proposal submission date with any subcontractor and/or independent consultant relationship proposed or any previous joint working experience with any subcontractors and/or independent consultants proposed in the Narrative Proposal.
- b) For each type of experience reported above, Proposers shall provide:
- i. Type of contract under which the previous work was performed (e.g., fixed price, fixed rate, cost-reimbursement).
 - ii. Client size.
 - iii. Number of transactions per year.
 - iv. Complexity and scope of the system, including the nature of reporting systems.
 - v. Scope of work performed (e.g., fiscal agent, facilities manager).
 - vi. Reason for contract termination, if the contract is no longer in effect.
 - vii. Number of person-months devoted to design, development, maintenance and implementation of projects.
 - viii. Performance problems encountered during the period of contract operations, including any that resulted in delays or non-payment to the contractor. Specific attention should be given to any problems encountered in meeting cycle-time requirements, including backlogs in suspense and/or failure to meet call center performance metrics.
 - ix. Status of the Proposer (e.g., prime contractor, subcontractor or independent consultant).
 - x. Percentage of service performed by subcontractors and/or independent consultants.

- xi. Whether the experience is that of the Proposer or a subsidiary of another business entity. If experience is gained as a subsidiary of another business entity and the Proposer relies in any manner at all on the business experience of that entity, the Proposer experience submission requirements of the RFP shall apply to the other business entity.
 - c) Submit a description of other existing and projected Medicaid or Medicare contracts, projects or obligations and the resources required to fulfill each. Describe any foreseeable conflicts between the existing or projected obligations and this Proposal in respect to business resources, personnel, computer time and financial resources.
 - d) Describe Proposer's experience in designing, developing and implementing innovative programs and techniques that result in cost-savings and proposing new and creative ideas for increasing the Department's control over the expenditure of program dollars.
 - e) Describe Proposer's experience in meeting the State's current requirements and possessing sufficient flexibility to meet future needs as they are identified.
- 3) Briefly describe the accounts or work projects begun and/or completed within the past five years of the Proposal submission date that involved services similar in nature or closely related to the SOW in this RFP. For each account or project listed, include the following information:
- a) Name of agency or firm for whom services were performed.
 - b) Identification of a contact person.
 - c) Duration or length of the project.
 - d) Total cost or value of the project.
 - e) Indicate if the account or project is "active/open" or "closed/settled".
 - f) Indicate if the account or project was terminated early.
 - g) Indicate the reason for termination if account or project is no longer "active/open".
 - h) Describe briefly the type and nature of the services performed.
- 4) Briefly describe any experience that demonstrates the proposing firm's ability to establish and maintain effective working relationships with government entities, local community-based organizations and private non-profit organizations.
- 5) Identify three client references to which the proposing firm has provided service in the past five years that can confirm their satisfaction with the services, and confirm that the proposing firm provided timely and effective services or deliverables. Use RFP Attachment 3, Client References form for

this purpose. Place the completed Client References form in the Attachments Section of the Proposal.

- 6) DHCS **will** contact references to validate the information provided by the Proposer to determine the client's overall satisfaction with the services provided. Please be sure points of contact for the selected references are current. Please be sure the references are prepared to confirm the information provided and that references will be available during the period of time that DHCS will be validating references (following the submission of the Proposal). References that fail to respond to the Department will not be considered a valid reference and may result in determining a Proposer to be found nonresponsive.

e. Management Plan

- 1) Describe how the proposing firm will effectively coordinate, manage and monitor the efforts of the assigned staff, including subcontractors and/or independent consultants, if any, to ensure that all tasks, activities and functions are completed effectively and in a timely manner.
- 2) Describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of Contract funds and accurate invoicing. Include at a minimum, a brief description of all of the following:
 - a) How the cost incurred under this project will be appropriately accounted for and only applicable project expenses will be billed to DHCS (e.g., use of unique account/project codes, etc.).
 - b) The proposing firm's fiscal reporting and monitoring capabilities (e.g., spread sheets, automated fiscal reports, quality controls, checks and balances, etc.) to ensure Contract funds are managed responsibly.
 - c) Proposed billing or invoicing frequency (not more frequently than once per month). Electronic billing is not an option.
 - d) Identification of the documentation that will be retained on file or submitted to DHCS, upon request, to prove, support and/or substantiate the expenses that are invoiced to DHCS.
- 3) Include organization charts as instructed in RFP Main, Narrative Proposal Submission, Format and Content Requirements, 4.s, Appendix. Place the organization chart in the Appendix Section of the Proposal.
4. Include financial statements as instructed in RFP Main, Financial Stability – Minimum Financial Criteria. Place the financial statements in the Appendix Section of the Proposal.

f. Work Plan

Overview

1. Proposals should provide well-organized, comprehensive and technically-sound business solutions. Vague explanations will undermine the proposing firm's credibility and may result in reduced Narrative Proposal scores.
2. The Work Plan must include an in-depth discussion and description of the methods, approaches, and step-by-step actions that will be carried out to fulfill all SOW requirements found in Exhibit A, Attachments I through III.
3. If the nature of a task or function hinders specific delineation of in-depth methods and procedures (e.g., a task is dependent upon a future action, or multiple approaches may be used), explain the probable methods, approaches or procedures that will be used to accomplish the task or function. Also, in this instance, describe how the proposing firm will propose the ultimate strategies and detailed plans to DHCS for full consideration and approval before proceeding to carry out the project.

g. Takeover Project Plan

Requirements for Takeover are described in Exhibit A, Attachment I, Takeover, and Exhibit E, Additional Provisions.

The Proposer must submit a Takeover Project Plan that describes in detail the Proposer's ability to perform the duties and responsibilities outlined in Exhibit A, Attachment I, Takeover. Using the requirements from Exhibit A, Attachment I, Takeover and the instructions for the Project Plans from Exhibit E, Additional Provisions, Project Management Plan, include in the Narrative Proposal a comprehensive Management Plan for Takeover containing all key requirements. All Project Management Plans shall conform to current Project Management Institute (PMI) and Institute of Electrical and Electronics Engineers (IEEE) standards.

h. Project Personnel Plan

- 1) In this section describe the proposed Personnel Plan. In the Personnel Plan, include at a minimum:
 - a) Title of all proposed positions.
 - b) Number of personnel in each position.
 - c) By position, indicate the full time equivalent (FTE) or percentage of staff time devoted to this project (e.g., full time = 1.0, 1/2 time = .50, 3/4 time = .75, 1/4 time = .25, projected number of hours, if hourly, etc.).
 - d) Include a job description or duty statement for each position title or classification that will perform the work. The job descriptions must indicate the typical tasks and responsibilities that will be assigned to the position and may include desired or required education and experience. Place all job descriptions or duty statements at the end of the Project Personnel Section.
 - e) Identify by name and/or position title each key staff person that will have primary responsibility for managing, directing, overseeing and/or

coordinating the work of assigned staff, subcontractors and/or independent consultants and who will maintain effective communications with DHCS (i.e., Project or Program Manager, Project or Program Director, Contract Manager, etc.).

- i. Briefly, describe each person's expertise, capabilities and credentials.
 - ii. Emphasize any relevant past experience in directing, overseeing, coordinating or managing other government projects.
- f) Include a one-to-two page resume for each key staff person (professional, managerial or supervisory) that will exercise a major administrative, policy or consulting role in carrying out the project work. Place staff resumes in the Appendix Section. Resumes must not include personal information such as a social security number, home address, home telephone number, personal email address, marital status, sex, birth date, age, etc.
- 2) Submit a Personnel Acquisition Plan which encompasses the following:
- a) Briefly, describe the administrative policies or procedures that will be used to recruit and select well-qualified, competent and experienced in-house staff, subcontractors and/or independent consultants. For additional requirements, see Exhibit A, Attachment I, Takeover.
 - b) Include a description of methods to ensure that qualified staff is hired to meet the needs of the specialized areas without interruption to services during Takeover and the transition to Operations. This plan should also include contingencies to ensure that services to providers and beneficiaries continue without interruption.
 - c) If employee recruitment/selection policies or procedures are present in an Operations manual, excerpts from such manuals may be cited. Do not simply indicate that such policies exist and do not attach copies of any policies or manuals to the Proposal. If deemed necessary, the Department may request copies of existing manuals or policies.
 - d) Briefly, describe the processes or procedures that will be used to ensure vacancies are filled expeditiously and that services are continued despite the presence of vacancies.
- 3) If subcontractors and/or independent consultants will be used to perform Contract services, Proposers must do the following at the time of Proposal submission:

Indicate if the Proposer has pre-identified any subcontractor(s) or independent consultant(s) to perform the work or if recruitment will occur later. For each pre-identified subcontractor and/or independent consultant include all of the following:

- a) Full legal name.

- b) A job description or duty statement that outlines the duties and functional responsibilities that will be assigned to the subcontracted firm or independent consultant.
 - c) A brief explanation as to why each subcontractor and/or independent consultant was chosen. Stress things such as applicable skills, knowledge, capabilities, past experience or accomplishments, availability, reasonableness of rates, notoriety in a field or specialty, etc.
 - d) A one-to-two page resume for each pre-identified subcontractor and independent consultant. Place all subcontractor and/or independent consultant resumes in the Appendix Section. Resumes must not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
 - e) A Letter of Agreement, signed by an official representative of each subcontractor and independent consultant, acknowledging their intended participation and availability, and confirmation that the official representative has read or been made aware of the terms and conditions of the proposed Contract. Place all subcontractor and/or independent consultant Letters of Agreement in the Appendix Section.
 - f) Specific subcontractor and/or independent consultant relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractors and independent consultants) shall not be changed during the procurement process or prior to Contract execution. The pre-identification of a subcontractor(s) or independent consultant(s) does not affect the Department's right to approve personnel or staffing selections or changes made after the Contract award.
- 4) For subcontractors and/or independent consultants that cannot be identified when the Proposal is submitted to DHCS or is to be determined after the Contract is executed, include:
- a) An identification of the functions, activities and responsibilities that will be assigned to each subcontractor and/or independent consultant.
 - b) A description of the process that will be used to obtain DHCS approval of each subcontractor and/or independent consultant selection along with approval of assigned responsibilities.
- 5) Management Team
- a) Provide a narrative description of the management team that will be assigned to this Contract. The narrative shall include all senior management members who shall be responsible for the following requirements. (Refer to Exhibit I, Staffing Qualifications):
 - i. All activities assigned to the Contractor Representative.
 - ii. All activities assigned to the Takeover Director.
 - iii. All administrative and financial activities.

- iv. All claims/TAR adjudication activities.
 - v. All administrative support of Contract changes activities.
 - vi. All Quality Management (QM) activities.
 - vii. All Beneficiary Services activities.
 - viii. All Provider Services activities.
 - ix. All Beneficiary Outreach activities.
 - x. All Provider Outreach activities.
 - xi. All Telephone Services Center (TSC) activities.
 - xii. All Surveillance and Utilization Review Subsystem (S/URS) activities.
 - xiii. All Information Security and Privacy Office activities.
 - xiv. If applicable, Project Manager for any major subcontractor(s). The narrative shall contain a thorough discussion of the authority and responsibility of the Contractor Representative.
 - xv. If different managers handle the Takeover and Operation activities, please indicate.
- b) All members of the management team must have experience in their functional areas. If members of the management team are not proposed to be employees of the Contractor, those members must be employed by a subcontractor(s) listed in the Narrative Proposal. The Narrative Proposal shall contain a description of the Contractor Representative's role and responsibility in providing and managing the delivery of computer operations support.
- c) For each major Contract activity and responsibility proposed to be performed by a subcontractor(s) and/or independent consultant(s), include a description of how the Contractor will ensure performance by the subcontractor(s) and/or independent consultant(s) and the control that the Contractor Representative will have over the subcontractor(s) and/or independent consultant(s).
- d) Qualifications

Proposers shall thoroughly describe the qualifications, experience and skills of the individual members of the management team. This description shall include:

- i. The current job title of each management team member and whether a Contractor, subcontractor or independent consultant employs the member. If the member is employed by a subcontractor or

independent consultant, identify that subcontractor or independent consultant.

- ii. A brief description of each management team member's management experience (i.e., size of contract, duration). Include each management team member's experience with the Proposer's firm, or with the subcontractor(s) and/or independent consultant(s) proposed, as part of the Narrative Proposal. Indicate the length of management experience of each management team member, whether in the Proposer's firm or with another organization's firm.
- iii. A description of the personal qualification(s) (e.g., skills in communication, analysis, problem solving, planning and decision-making) of each management team member.
- iv. An indication of the recent timeframe of each management team member's experience and its relevance or similarity to the major tasks to be performed under this Contract.
- v. Include a one-to-two page resume for each key staff person (professional, managerial or supervisory) who will exercise a major administrative, policy or consulting role in performing the project work. Place staff resumes in the Appendix Section. Resumes must not include personal information such as a social security number, home address, home telephone number, personal email address, marital status, sex, birth date, age, etc.

e) Individual Authority

Proposers shall describe the span of control and authority to be assigned to each member of the management team. This description shall include a complete report of each of the following:

- i. The division of responsibility among each of the members of the management team and the percentage of time each person will be assigned to this Contract. Include a description of other responsibilities for each individual.
- ii. An organization chart illustrating the span of control to be assigned to each management team member. Show reporting relationships within the team as well as subcontractor(s) and/or independent consultant(s) to team members, and reporting relationships of the Contractor Representative to the Data Center and to major subcontractor(s) and/or independent consultant(s). Include a description of the level of placement of each member within the organization, with the level of detail showing at the unit level.

f) Continuity

- i. Proposers shall describe proposed individuals' willingness and availability to perform the work required in this Contract. Proposers shall also describe the method(s) to be used to replace, should the need arise, a management team member with someone with equal or

greater qualifications. This shall include management team members identified in the Narrative Proposal who are currently proposed to work on any other contracts and the manner in which their availability will be guaranteed for this Contract. The Contractor shall describe past contract experience it has had in working with its customers in the replacement of its management personnel assigned to a large contract.

- ii. The Contractor shall guarantee that any senior manager identified in its Narrative Proposal will be assigned to this Contract for at least the first two years, and the Contractor Representative for at least the first three years, unless that employee:
 1. Leaves the employment of the Contractor, any of its affiliates, or a subcontractor or any of its affiliations; or
 2. Is given advance written Contracting Officer approval.

g) Organization charts

The Proposer shall submit a complete description of its organizational structure and areas of technical capability. This description shall provide the following:

- i. An organization chart and narrative that describes the organizational structure of the business, shows the location of the proposed Contract in the Proposer's firm and indicates if such location is an operation unit, separate location or wholly owned subsidiary. Include a complete description of the division of responsibility within the business.
- ii. An organization chart detailing the relationship of the Proposer to all parent entity(s), corporation(s) and affiliate(s) if the Proposer is a wholly owned subsidiary organization. Include a complete description of the division of responsibilities, decision-making processes and reporting relationships between the Proposer and its parent(s) or affiliate(s), subcontractors and/or independent consultants, if any.
- iii. Instructions are explained in RFP Main, Narrative Proposal Submission, Format and Content Requirements, 4.s, Appendix. Place the organization charts in the Appendix Section of the Proposal.

i. Facilities Plan

The Proposer shall submit a Facilities Plan that describes the firm's ability to perform the duties and responsibilities outlined in the SOW, Exhibit A, Attachment I, Takeover and Exhibit A, Attachment II, Operations and the ability to meet the requirements as listed in Exhibit E, Additional Provisions. The plan shall describe the current:

- 1) Office facilities at the Proposer's disposal including number of offices owned or leased, square footage, number of staff housed and physical location and address.

- 2) Support services and office equipment capabilities immediately available and/or accessible for use in carrying out Takeover and the proposed SOW. Include at a minimum:
 - a) A description of the range and/or type of support services available and number of staff.
 - b) Messenger, delivery, shipping, distribution and transport capabilities.
 - c) Teleconferencing and telecommunications capabilities.
 - d) Printing/reproduction and photocopying capabilities.
 - e) Computer hardware and system capabilities (i.e., number, type, size, age, capacity and speed of personal computers or work stations and servers, Local Area Network capabilities, Wide Area Network capabilities, data transfer capabilities (disc or tape), data storage capacity, video/graphics capabilities, etc.).
 - f) Software applications in use (word processing applications, spread sheet applications, data base applications, graphics development applications, web page design applications, unique or other specialized software applications, etc.).
 - g) Other support functions and capabilities that can be accessed and/or utilized.
 - 3) Submit a Facilities Acquisition Plan that describes the Proposer's ability to perform the duties and responsibilities outlined in Exhibit A, Attachment I, Takeover and Exhibit A, Attachment II, Operations. Include information regarding facilities and other resources that must be acquired to fulfill the work required in the Contract, such as:
 - a) Identify any facilities, support services or equipment that must be purchased, rented or leased on a long- or short-term basis to perform the services described in this RFP.
 - b) Describe the interdependencies of the facilities acquisition and installation as it relates to other Takeover tasks.
 - c) Describe how the plan provides for the monitoring of plan progress and timely reporting to the Department.
- j. Security and Confidentiality Plan

The Proposer shall submit a Security and Confidentiality Plan that describes the ability to perform the duties and requirements for Security, Confidentiality and Privacy as described in Exhibit A, Attachment I, Takeover and Exhibit A, Attachment II, Operations, and the ability to meet the requirements listed in Exhibit E, Additional Provisions and Exhibit H, Health Insurance Portability and Accountability Act (HIPAA) Business Associate Agreement (BAA). The Proposer

must describe its approach to maintaining security, confidentiality and privacy for the duration of the Contract.

k. Acceptance Testing Plan

The Proposer shall submit an Acceptance Testing Plan that describes the ability to perform the duties and responsibilities outlined in SOW, Exhibit A, Attachment I, Takeover, and Exhibit A, Attachment II, Operations.

- 1) Proposers must include a description of its Acceptance Testing strategy, methodology and schedule. The plan must also include a description of the tool(s) to be used for tracking and reporting of testing activities, including, but not limited to, end-to-end (E2E) testing and documentation of test scripts, test results error resolution and retesting.
- 2) Proposers must describe their proposed coordination with State users and both the current and successor Medi-Cal Dental FI Contractors in developing test scenarios, test cases, reporting test results and resolving defects.

l. Claims/TARs Processing Plan

The Proposer shall describe how it plans to manage the Claims/TAR processing area of the Contract to ensure Contract requirements are met and performance is successful. The Proposer shall discuss its understanding of the following:

- 1) Work to be performed.
- 2) Requirements described in Exhibit A, Attachment II, Operations.
- 3) Inter-relationships and functional dependencies.
- 4) Changes, if any, to manual processing that are required to accomplish Claims/TAR processing activities.
- 5) Impact(s) of the Claims/TAR processing activities on the Department, providers, and beneficiaries.
- 6) All other special considerations.

m. Quality Management Plan

The Proposer shall describe how it plans to manage the QM area of the Contract to ensure Contract requirements are met and performance is successful. Include a description of how the Proposer will ensure that it will meet continued quality improvement within its operation. The Proposer shall discuss its understanding of the following:

- 1) Work to be performed.
- 2) SOW requirements described in Exhibit A, Attachment II, Operations.
- 3) Inter-relationships and functional dependencies.

- 4) Changes, if any, needed to accomplish QM activities.
 - 5) Impact(s) of QM activities on the Department, providers and beneficiaries.
 - 6) All other special considerations.
- n. Provider Services Plan
- The Proposer shall describe how it plans to manage the Provider Services area of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will proactively approach problem identification and solution, and how the Proposer intends to increase provider satisfaction. The Proposer shall discuss its understanding of the following:
- 1) Work to be performed.
 - 2) SOW requirements described in SOW Exhibit A, Attachment II, Operations.
 - 3) Inter-relationships and functional dependencies.
 - 4) Changes, if any, that are required to accomplish Provider Services activities.
 - 5) Impact(s) of provider relations work on the Department, providers and beneficiaries.
- o. Beneficiary Services Plan
- The Proposer shall describe how it plans to manage the Beneficiary Services area of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will proactively approach problem identification and solution, and how the Proposer intends to increase beneficiary satisfaction. The Proposer shall discuss its understanding of the following:
- 1) Work to be performed.
 - 2) SOW requirements described in Exhibit A, Attachment II, Operations.
 - 3) Inter-relationships and functional dependencies.
 - 4) Changes, if any, that will be required to accomplish Beneficiary Services activities
 - 5) Impact(s) of beneficiary services work on the Department, providers and beneficiaries.
- p. Beneficiary Outreach Plan
- The Proposer shall describe how it plans to manage the Beneficiary Outreach area of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will proactively approach problem identification and solution, and how the Proposer

intends to increase beneficiary utilization. The Proposer shall discuss its understanding of the following:

- 1) Work to be performed.
- 2) SOW requirements described in Exhibit A, Attachment II, Operations.
- 3) Inter-relationships and functional dependencies.
- 4) Changes, if any, that are required to accomplish Beneficiary Outreach.
- 5) Impact(s) of beneficiary outreach work on the Department, providers and beneficiaries.

q. Provider Outreach Plan

The Proposer shall describe how it plans to manage the Provider Outreach area of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of how the Proposer will proactively approach problem identification and solution, and how the Proposer intends to increase provider utilization. The Proposer shall discuss its understanding of the following:

- 1) Work to be performed.
- 2) SOW requirements described in Exhibit A, Attachment II, Operations.
- 3) Inter-relationships and functional dependencies.
- 4) Changes, if any, that are required to accomplish Provider Outreach.
- 5) Impact(s) of provider outreach work on the Department, providers and beneficiaries.

r. Telephone Service Center Plan

The Proposer shall submit a TSC Plan that describes the procedures, processes, methods and tools that will be used to ensure performance is successful and Contract requirements are met.

The Proposer must describe its approach to maintaining the fluctuating volume of calls from beneficiaries and providers and describe how the communication between the TSC, Beneficiary Unit and Provider Unit will be handled to ensure a seamless transition for dental customers for the duration of the Contract. The Proposer must submit TSC Plans that meet the requirements of Exhibit A, Attachment I, Takeover and Exhibit A, Attachment II, Operations, TSC.

s. Surveillance and Utilization Review Subsystem Plan

The Proposer shall describe how it plans to manage the S/URS area of the Contract to ensure that Contract requirements are met and performance is successful. Include a brief description of procedures, processes, methods and

tools that will be used to ensure S/URS processing requirements are met. The Proposer shall discuss its understanding of the following:

- 1) Work to be performed and how the Proposer will ensure accuracy and improve performance.
- 2) SOW requirements described in Exhibit A, Attachment II, Operations.
- 3) Inter-relationships and functional dependencies.
- 4) Changes, if any, which will be required to accomplish S/URS activities.
- 5) Impact(s) of S/URS activities on the Department, providers and beneficiaries.
- 6) All other special considerations.

t. Appendix

Place the following documentation in the Appendix Section of the Proposal in the order shown below.

- 1) Proof of eligibility to do business in California

If the Proposer is a Corporation, Partnership or Limited Liability Company, submit **either** a copy of the proposing firm's most current Certificate of Status issued by the State of California, Office of the Secretary of State, **or** submit a downloaded copy of the proposing firm's on-line status information from the California Business Portal website of California's Office of the Secretary of State. Include an explanation if this documentation cannot be submitted. Unless otherwise specified, do not submit copies of the proposing firm's Bylaws or Articles of Incorporation. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

- 2) Proof of non-profit status

Non-profit organizations must prove legal eligibility to claim "non-profit" and/or tax-exempt status by submitting a copy of an Internal Revenue Service (IRS) determination letter indicating non-profit or 501 (3) (c) tax-exempt status. Submit an explanation if this documentation cannot be supplied. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

- 3) Financial statements

See the qualification requirements under RFP Main, Financial Stability – Minimum Financial Criteria for the appropriate documents to include in the Appendix Section. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

4) Contractor staff resumes

Resume specifications appear in the RFP Main, Narrative Proposal Submission, Format and Content Requirements, Project Personnel Plan. Resumes should not exceed one-to-two pages in length per person and shall not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

5) Subcontractor and/or independent consultant resumes

Submit a resume for each pre-identified subcontractor and/or independent consultant, if any, as discussed in the RFP Main, Narrative Proposal Submission, Format and Content Requirements, Project Personnel Plan. Resumes should not exceed one-to-two pages in length per person and shall not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

6) Subcontractor and/or independent consultant Letters of Agreement

For each pre-identified subcontractor and/or independent consultant that will be used to perform services under the resulting Contract, submit a Letter of Agreement to work on this project.

A Letter of Agreement must be signed by an official representative of each subcontractor and/or independent consultant, acknowledging his/her intended participation and availability to perform work required by this Contract and acknowledging they have read or been made aware of the terms and conditions of the proposed Contract. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

Include an explanation if a Letter of Agreement cannot be obtained from each pre-identified subcontractor and/or independent consultant by the Proposal deadline. All Letters of Agreement must be submitted to DHCS prior to Takeover commencement.

7) Organization charts

All organization charts must meet the requirements as stated in the RFP Main, Narrative Proposal Submission, Format and Content Requirements, Project Personnel Plan. The charts shall detail the distinct lines of authority between and among the divisions that will perform the Contract work and the primary reporting relationships within the Proposer's organization. Show the relationships between management, key decision makers, supervisory personnel and subcontractors and/or independent consultants, if any. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

8) Attestations

- a) An attestation that this Contract will be a high priority to the Proposer and that the Proposer is committed to supplying any necessary resources to meet its contractual obligations.
- b) An attestation from each subcontractor and/or independent consultant that this Contract is of high priority to the subcontractor and/or independent consultant, and that the subcontractor and/or independent consultant is committed to supplying any necessary resources to assure full performance of the Contract.
- c) An attestation from each parent organization, if any, that this Contract is of high priority to the parent organization and that the parent organization is committed to supplying all necessary resources to assure full performance of the Contract.
- d) Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

9) Conflict of Interest Compliance Certification

- a) Proposers are required to submit RFP Attachment 15 certifying that the proposing firm:
 - i. Is not currently involved with or connected to any contractor, subcontractor or independent consultant that is contracted with any Medi-Cal provider or billing agent for Medi-Cal Services.
 - ii. Understands that the conflict of interest requirements shall remain in effect for the entire term of the Contract.
- b) All subcontractors and independent consultants are required to submit RFP Attachment 15.
- c) If a conflict of interest is determined to exist that cannot be resolved to the satisfaction of the Department before the award of the Contract, the conflict will be grounds for deeming a Proposal non-responsive.
- d) Proposers must assess their own situation according to RFP Attachment 15 Conflict of Interest Compliance Certification.
- e) Proposers, subcontractors and independent consultants must complete and submit required documentation according to the instructions in RFP Attachment 15.
- f) Place RFP Attachment 15 and any accompanying documentation in the Appendix Section of the Proposal. Check the appropriate box on Attachment 2a, Narrative Proposal Required Attachment/Certification Checklist.

u. Narrative Proposal Attachments

Complete, sign and include the attachments listed below in the Attachments Section of the Narrative Proposal in the order shown below. When completing the attachments, follow the instructions in the following sections of the RFP Main: General Submission Instructions; Narrative Proposal Submission, Format and Content Requirements; and all instructions appearing on the attachment forms themselves. Check the appropriate box on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist.

Attachment	Instructions
2a - Narrative Proposal Required Attachments/ Certification Checklist	<p>Check each item with “Yes”, “No” or “N/A”, as applicable, and sign and include this form in the <u>Narrative</u> Proposal. If necessary, explain the choices marked.</p> <p>If a Proposer marks “Yes”, “No” or “N/A” and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, DHCS considers this a “qualified response”. Any “qualified response” determined by DHCS to be unsatisfactory or insufficient to meet a requirement may cause a Proposal to be deemed nonresponsive.</p>
3 - Client References	<p>Complete, sign and include this form in the <u>Narrative</u> Proposal. Identify three clients serviced within the past five years of the Proposal submission date that can confirm their satisfaction with the Proposer’s services and confirm that the Proposer provided timely and effective services and/or deliverables. If possible, identify clients whose needs were similar in scope and nature to the services sought in this RFP. List the most recent first.</p>
4 - RFP Clause Certification	<p>Complete, sign and include this form in the <u>Narrative</u> Proposal indicating a willingness and ability to comply with the Contract certification clauses appearing in RFP Main, Bidding Certification Clauses.</p>
5 - CCC 307 – Certification	<p>Complete, sign and include this form in the <u>Narrative</u> Proposal indicating a willingness and ability to comply with the Contractor Certification Clauses appearing in this attachment. The attachment supplied in this Proposal represents only a portion of the Contractor information in this document. Visit this website to view the State’s Standard Contract Language: http://www.ols.dgs.ca.gov/Standard+Language/default.htm</p>
6 - Payee Data Record	<p>Complete, sign and include this form in the <u>Narrative</u> Proposal.</p>

Attachment	Instructions
7 - Follow-on Independent Consultant Contract Disclosure	Complete, sign and include this form in the <u>Narrative Proposal</u> . If applicable, attach to this form the appropriate disclosure information.
8 - DVBE Instructions / Forms 8a - DVBE Participation (Not Required to participate)	Submission of these forms is optional. Although not required for this procurement, DVBE participation is encouraged. If the Proposer chooses to participate in the DVBE incentive, complete, sign and include form 8a in the <u>Narrative Proposal</u> . Read and carefully follow the completion instructions in RFP Attachment 8. Attach the documentation that is required for the form(s) that are submitted.
9 - Darfur Contracting Act Certification	If applicable, complete, sign and include this form and the required documentation in the <u>Narrative Proposal</u> , using the detailed completion instructions included on the Attachment.
10 - IRAN Contracting Act Certificate	If applicable, complete, sign and include this form and the required documentation in the <u>Narrative Proposal</u> , using the detailed completion instructions included on the Attachment.
11 - Non-Small Business Subcontractor Preference Instructions	Submission of these forms is optional. If it is determined that the forms will be submitted, complete, sign and include these forms in the <u>Narrative Proposal</u> . Include Attachments 11a and 11b only if the proposing firm is a not a certified small business but is requesting a subcontractor bidding-preference by committing to use one or more certified small business subcontractors for an amount equal to at least twenty-five percent (25%) of the total bid price.
13 - Voluntary Letter of Intent	This is a non-binding Letter of Intent whose purpose is to assist DHCS in determining the staffing needs for the Proposal evaluation process and to improve future procurements (refer to RFP Main, Voluntary Non-Binding Letter of Intent). Complete, sign and include this form in the <u>Narrative Proposal</u> .
14 - Request for Inclusion on Distribution List	This is a voluntary request form, which will allow DHCS to continue to provide your firm with the automatic updates to this RFP (refer to RFP Main, Proposal Requirements and Information). Complete, sign and include this form in the <u>Narrative Proposal</u> .
16 - Proposer Response Guide	Use the instructions in this guide to provide where within the Proposal responses to Submission Requirements and Evaluation Questions are located. Submit the Guide with the <u>Narrative Proposal</u> .

Q. Cost Proposal Submission, Format and Content Requirements**1. General Instructions**

- a. The Cost Proposal Bid Sheets, Transmittal Letter, all required Cost Proposal Attachments and the Cost Proposal Required Attachments/Certification Checklist, RFP Attachment 2b, are to be submitted separately from the Narrative Proposal.
- b. The Cost Proposal package is comprised of all completed Bid Sheets, Attachments 12.1 - 12.8, the Cost Proposal Transmittal Letter, required Cost Proposal Attachments and the Cost Proposal Required Attachments/Certification Checklist, RFP Attachment 2b.
- c. Upon request, and at no cost to Proposers, a CD in Excel format will be provided which contains embedded formulas to be used to calculate bids. Proposers may request the disk by contacting OMCP at (916) 552-8006.

2. Submission Requirements

- a. Submit the Cost Proposal to DHCS as instructed per RFP Main, Sole Point of Contact and Address, and Submission of Proposals and Other Related Documents.
- b. The Cost Proposal package shall include one original printed version, five printed copies and one CD-R/DVD-R copy in Microsoft Excel spreadsheet format. The printed copies and the CD-R/DVD-R shall be exact duplicates of the original printed version
- c. Write the words "Original Cost Proposal" on the spine of the binder containing the original Cost Proposal version, as well as on the front binder cover and front cover page of the original version. Label the printed copies as Copy #1 of X, Copy #2 of X, Copy #3 of X, etc., in the same manner as the original version.
- d. Label the CD-R/DVD-R "Original Cost Proposal" and place it in a protective sleeve that bears the RFP number and title. Secure it into the original Cost Proposal binder.
- e. Package the original Cost Proposal and all copies in a sealed box(es), separate from the Narrative Proposal.
- f. The Cost Proposal must be distinctly identified as follows on the exterior of the box(es):

COST PROPOSAL FOR RFP 13-90271
CALIFORNIA DENTAL ADMINISTRATIVE SERVICES
ORGANIZATION

- g. If more than one box is submitted, carefully address each one as instructed above and mark on the outside of each box, "Box 1 of X", "Box 2 of X", etc.
- h. The Cost Proposal Transmittal Letter, required Cost Proposal Attachments and the original RFP Attachment 2b, Cost Proposal Required

Attachments/Certification Checklist, are to be submitted in a sealed envelope, which is to be affixed to the outside of the sealed box(es) that contains the original Cost Proposal.

3. Format Requirements

- a. Hard copy pages of the Cost Proposal must be printed double-sided on white bond paper that is three-hole punched, and submitted in loose leaf or three ring binders.
- b. Assemble Cost Proposal Bid Sheets in numerical order.
- c. All original Cost Proposal documents that require a 'wet' signature are to be signed in a color other than black ink by the person authorized to bind the Proposer to the Cost Proposal. Signature stamps are not acceptable.
- d. All original-signed documents are to be placed in the Cost Proposal set marked "Original Cost Proposal", the exception being the Cost Proposal Transmittal Letter, required Cost Proposal Attachments and RFP Attachment 2b, which are to be submitted in a separate sealed envelope, as described in 2.h, above.
- e. The original-signed Cost Proposal documents may be photocopied for placement in the five duplicate hard copies.

4. Content Requirements

This section provides bid sheet instructions, and specifies the order and content of each Cost Proposal. Assemble the materials in each Cost Proposal version as described below.

a. Bid Sheet Instructions

- 1) Proposers shall propose a fixed price on each Bid Sheet, Attachments 12.1 through 12.8, in accordance with the instructions provided in this RFP. All Bid Sheets shall be submitted as part of the Cost Proposal. DHCS shall reject Cost Proposals that it determines are not reflective of the Proposer's cost.

"Bid" means the amount of money the Proposer is submitting in the Cost Proposal to perform the services required under the Contract, including actual cost, overhead and profit.

All Cost Proposals must contain a responsible bid. A "responsible bid" is a bid that, during the term of the Contract, gives the Proposer the ability to perform and the will to perform the requirements of the Contract. A Cost Proposal that contains a "zero bid" or a "nominal bid" will be rejected and deemed non-responsive.

A "nominal bid" is a bid wherein DHCS determines the bid does not reflect the projected actual cost the Proposer will incur in performing the services required under the Contract and does not offer the Proposer any financial incentive to perform those services.

In order for there to be a financial incentive, the actual cost to perform the services must be less than the bid to perform the same service. "Actual cost" means the amount of monetary resources (including operating overhead) needed to perform a service.

- 2) Bid Sheets Attachment 12-3, 12-4, 12-5 and 12-6 are calculated using the Base Volume Method of Payment (BVMP). The explanation of BVMP methodology and the instructions for calculating the BVMP are provided in the Bid Sheet Instructions, Attachment 12. Proposers are to refer to Attachment 12 when calculating cost for Bid Sheets 12-3, 12-4, 12-5 and 12-6.
- b. Bid Sheets

Complete and submit the following Bid Sheets in the Cost Proposal in numerical order:

Attachment 12-1, Takeover Bid Sheet

This Bid Sheet must include the cost for all Takeover activities as required in Exhibit A, Attachment I, Takeover. The bid for Takeover will not be a consideration in the scoring of the Cost Proposal. The Takeover bid shall be subject to DHCS review and approval prior to authorizing payment.

Attachment 12-2, Expansion Item Bid Sheet

This Bid Sheet must include all cost for the implementation of the mandatory Expansion Item as required in Exhibit A, Attachment I, Takeover. The bid for the Expansion Item will not be included as part of the Takeover bid proposed on Attachment 12-1. The bid for the Expansion Item will be a consideration in the scoring of the Cost Proposal.

Attachment 12-3, ACSL Bid Sheet

This Bid Sheet must include the cost for all ACSL activities for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) as required in Exhibit A, Attachment II, Operations. The bid for ACSL activities will be a consideration in the scoring of the Cost Proposal.

Attachment 12-4, TAR Bid Sheet

This Bid Sheet must include the cost for all TAR activities for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) as required in Exhibit A, Attachment II, Operations. The bid for TAR activities will be a consideration in the scoring of the Cost Proposal.

Attachment 12-5, TSC – Provider Bid Sheet

This Bid Sheet must include the cost for all TSC – Provider activities for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) as required in Exhibit A, Attachment II, Operations. The bid for TSC – Provider activities will be a consideration in the scoring of the Cost Proposal.

Attachment 12-6, TSC – Beneficiary Bid Sheet

This Bid Sheet must include the cost for all TSC – Beneficiary activities for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) as required in Exhibit A, Attachment II, Operations. The bid for TSC – Beneficiary activities will be a consideration in the scoring of the Cost Proposal.

Attachment 12-7, Turnover and Runout Bid Sheet

This Bid Sheet must include the cost for all Turnover and Runout activities as required in Exhibit A, Attachment III, Turnover and Runout. The bid for Turnover and Runout activities will be a consideration in the scoring of the Cost Proposal.

Attachment 12-8, Total Cost Proposal Bid Sheet

This Bid Sheet must include the summary of all cost provided in the Bid Sheets, Attachments 12-1 through 12-7.

c. Cost Proposal Transmittal Letter

A separate Cost Proposal Transmittal Letter is required for the Cost Proposal. The purpose of the Transmittal Letter is to transmit and legally bind the Proposer to the Cost Proposal. The Transmittal Letter must comply with all of the following:

- 1) Be on business letterhead of the legal entity that would be the Contractor.
- 2) Not contain Bid Sheet, cost or financial information pertaining to the Cost Proposal.
- 3) Must contain a certification that the Proposer has not and shall not disclose any information regarding the Cost Proposal to any person or entity outside of the Proposer's business.
- 4) Must contain a certification that the Proposer did not and will not make any effort to induce any person or entity to bid or not bid or bid at or above a certain price or rate.
- 5) Must contain a certification statement that the data submitted for the Cost Proposal is current, accurate and complete.
- 6) Must contain a statement that the Proposer is aware that all prices contained in the Cost Proposal are fixed prices.
- 7) Must state that Attachments 12-1 to 12-8 are complete and provided in a separate sealed package.
- 8) Must contain a 'wet' signature provided by the person authorized to legally bind the Proposer to the Cost Proposal.
- 9) Must clearly identify all materials submitted in response to the Cost Proposal requirements.

d. Cost Proposal Attachments

Complete, sign and include the Cost Proposal Attachments listed below. When completing the attachments, follow the instructions in this section and all instructions appearing on the attachments themselves. After completing and signing all required attachments, assemble in the order shown below. Check the appropriate box on RFP Attachment 2b, Cost Proposal Required Attachments/Certification Checklist.

Attachment	Instructions
2b – Cost Proposal Required Attachments/ Certification Checklist	<p>Check each item with “Yes”, “No” or “N/A”, as applicable, and sign and include this form in the <u>Cost Proposal</u>. If necessary, explain the choices marked.</p> <p>If a Proposer marks “Yes”, “No” or “N/A” and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, DHCS considers this a “qualified response”. Any “qualified response” determined by DHCS to be unsatisfactory or insufficient to meet a requirement may cause a Proposal to be deemed nonresponsive.</p>
12 – Bid Sheets, Attachments 12.1 through 12.8	Completion of the forms is explained in RFP Attachment 12, Bid Sheet Instructions. Complete, sign and include these forms in the <u>Cost Proposal</u> .

R. Escrow Bid Documents

The Proposer shall meet all requirements as defined in the RFP Main and Exhibit E, Additional Provisions, Escrow Bid Documents.

The winning Proposer shall notify the Contracting Officer with the name and location of an escrow account, within six calendar days after the posting of the Notice of Intent to Award the Contract, or, if a protest to the Notice of Intent to Award is filed, within six calendar days after the protest finding has been declared. This escrow account shall be retained for the entire term of the Contract. The escrow account shall hold a copy of all documentary information developed in preparation of bid prices for this procurement. A meeting between the Contracting Officer or his/her representative, the winning Proposer and the escrow agent shall be held within ten (10) business days following the notification of the escrow name and location. At the meeting the Escrow Bid Documents, in a sealed container, will be provided by the winning Proposer to the escrow agent in the presence of the Contracting Officer or his/her representative. The signed Escrow Bid Documents Certification form, Exhibit E, Attachment II and the Escrow Bid Document Index will, at the same meeting, be provided to the Contracting Officer or his/her representative. This material, known as the Escrow Bid Documents, shall meet the requirements of the RFP Main and Exhibit E, Additional Provisions, Escrow Bid Documents.

Escrow Bid Documents may be required to support resolution of disputes, settlement of claims, Change Order pricing and Cost Proposal requirements relative to the price bid to DHCS in the California Dental ASO Contract. Refer to Exhibit E, Additional Provisions, Escrow Bid Documents for further information.

S. Evaluation and Selection

A multiple stage evaluation process will be used to review and/or score Proposals. DHCS will reject any Proposal that is found to be non-responsive at any stage of evaluation.

The **Preliminary Review Committee** (PRC) consists of team leads from OMCP and MDSD and conducts the compliance review for both the Narrative Proposal and Cost Proposal.

The **Evaluation Scoring Committee** (ESC) consists of MDSD staff and staff working in other areas of the Medi-Cal program. The ESC is responsible for the review of the Proposals.

The **Rating Review Committee** (RRC) consists of OMCP management, staff and members of the PRC. The RRC will interact with the ESC throughout the evaluation process. In fulfilling its functions, the RRC may consult with any appropriate individuals within DHCS, other State departments and/or independent consultants.

The **Executive Review Committee** (ERC) consists of DHCS executive management officials. The ERC may, at the members' discretion, review evaluation and selection processes and recommended scores for each Proposal throughout the procurement process. This review is to assure all appropriate processes and procedures have been followed. Additionally, the ERC may seek independent review and/or advice from individuals, including internal auditors, from within DHCS or elsewhere regarding issues including, but not limited to, procurement policy matters, Narrative Proposal and/or Cost Proposal deficiencies and acceptability.

1. Stage 1 - Required Attachments/Certification Checklist Review for the Narrative Proposal (RFP Attachment 2a)

- a. Shortly after the Proposal submission deadline, the PRC will convene to review each Narrative Proposal for timeliness, completeness and initial responsiveness to the RFP requirements. This is a Pass/Fail evaluation.
- b. In this review stage, the PRC will compare the contents of each Narrative Proposal to the claims made by the Proposer on RFP Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist, to determine compliance with Narrative Proposal packaging and labeling, and that the Proposal contains all required information.
- c. If deemed necessary, the PRC may collect additional documentation (i.e., missing forms, missing data from RFP attachments, missing signatures, etc.) from a Proposer to confirm the claims made on the Narrative Proposal Required Attachments/Certification Checklist and to ensure that the Proposal is initially responsive to the RFP requirements.
- d. If a Proposer's claims on the Narrative Proposal Required Attachments/Certification Checklist cannot be proven or substantiated, the Proposal may, at DHCS' sole discretion, be deemed non-responsive and may be rejected from further consideration.

- e. Narrative Proposals shall not include any Bid Sheets, cost, prices or pricing information related to the Contract. If such information is submitted, it may constitute grounds for rejection of the Narrative Proposal as non-responsive.

2. Stage 2 - Narrative Proposal Evaluation/Scoring

- a. Proposals that meet the basic format requirements and initial qualification requirements, and that contain the required documentation, as evidenced by passing the Stage 1 review, will be submitted to the ESC.
- b. The ESC will review, evaluate and numerically score the scored sections of each Narrative Proposal based on the Proposal's adequacy and thoroughness and the degree to which it complies with the RFP requirements.
- c. DHCS will use the following scoring system to assign points. Following this chart is a list of the considerations that evaluators may take into account when assigning individual points to a Narrative Proposal.

Points	Interpretation	General basis for point assignment
0	Inadequate	Proposal response (i.e., content and/or explanation offered) is inadequate or does not meet DHCS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are significant and unacceptable.
1	Barely Adequate	Proposal response (i.e., content and/or explanation offered) is barely adequate or barely meets DHCS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), are consequential but are acceptable. The quality of the Proposal response is considered to be less than average for a qualified Proposer.
2	Adequate	Proposal response (i.e., content and/or explanation offered) is adequate or meets DHCS' basic needs/requirements or expectations. The omission(s), flaw(s), or defect(s), if any, are inconsequential and acceptable. The Proposal response is considered to be of average quality for a qualified Proposer.
3	More than Adequate	Proposal response (i.e., content and/or explanation offered) is more than adequate and fully meets DHCS' needs/requirements or expectations. No omission(s) or flaw(s) are apparent. The Proposal response is not considered outstanding but is above the average quality that is expected from a qualified Proposer.

Points	Interpretation	General basis for point assignment
4	Excellent or Outstanding	Proposal response (i.e., content and/or explanation offered) is well above average or exceeds DHCS' needs/requirements or expectations. Proposer offers one or more enhancing feature, method or approach that will benefit the State. Response represents the best Proposal that can be expected of any Proposer. Any present weakness is minor and unrelated to a performance requirement.

- d. In assigning points for individual rating factors, evaluators may consider issues including, but not limited to, the extent to which a Proposal response:
- 1) Is lacking information, lacking depth or breadth or lacking significant facts and/or details; and/or
 - 2) Is fully developed, comprehensive and has few if any weaknesses, defects or deficiencies; and/or
 - 3) Demonstrates that the Proposer understands DHCS' needs, the services sought, and/or the Contractor's responsibilities; and/or
 - 4) Illustrates the Proposer's capability to perform all services and meet all SOW requirements; and/or
 - 5) If implemented, will contribute to the achievement of DHCS' goals and objectives; and/or
 - 6) Demonstrates the Proposer's capacity, capability and/or commitment to exceed regular service needs (i.e., enhanced features, approaches, or methods, or creative or innovative business solutions).
- e. Below are the point values and weight values for each Narrative Proposal rating category that will be scored.

Rating Category	Points	Weight	Maximum Score
Beneficiary Outreach	24	1.60	38.4
Provider Outreach	20	1.90	38
Financial Requirements	12	0.60	7.2
Claims Processing	32	0.90	28.8
Provider Services	20	0.60	12
Beneficiary Services	28	0.40	11.2
Telephone Service Center	24	1.20	28.8
Quality Management	32	0.75	24
Acceptance Testing	8	1.50	12
Takeover Plan	20	0.25	5
Security, Confidentiality and HIPAA Comp	12	0.60	7.2
Turnover/Runout	4	0.60	2.4
NARRATIVE PROPOSAL SCORE			215.0

3. Stage 3 - Required Attachments/Certification Checklist for the Cost Proposal (RFP Attachment 2b)

- a. Shortly after approval is received from the ERC to open the Cost Proposals, the PRC will convene to review each Cost Proposal for completeness and compliance with RFP instructions.
- b. The PRC will compare the contents of each Cost Proposal to the claims made by the Proposer on RFP Attachment 2b, Cost Proposal Required Attachments/Certification Checklist, to determine compliance with Cost Proposal packaging and labeling, that the Transmittal Letter contains all required information and that all Bid Sheets are included.
- c. If a Proposer's claims on RFP Attachment 2b, Cost Proposal Required Attachments/Certification Checklist cannot be proven or substantiated, the Cost Proposal may, at DHCS' sole discretion, be deemed non-responsive and the entire Proposal may be rejected from further consideration.
- d. Each Cost Proposal's Compliance review will be scored Pass/Fail. Proposals that pass the Stage 3 review will be forwarded to Stage 4, Cost Proposal Evaluation.

4. Stage 4 - Cost Proposal Evaluation

Proposers that pass the Stage 3 Compliance Review will have their Cost Proposal scored and/or evaluated according to the process described herein. Each Cost Proposal shall be reviewed to ensure that the Cost Proposal is complete, the calculations are accurate and the Proposer states its awareness that all prices contained in its Proposal are fixed. Submission of a complete Cost Proposal in DHCS' prescribed format is mandatory. If a Proposer fails to comply, the Cost Proposal may be determined non-responsive. Errors in Cost Proposals will be handled in the manner prescribed by DHCS.

- a. Determining Cost Proposal Points Earned
 - 1) DHCS requires all Cost Proposals to be reflective of the estimated cost of performing the work involved. Cost Proposals with zero or nominal amounts may be rejected.
 - 2) The Cost Proposal will be evaluated within individual cost component categories as shown in the Bid Sheet chart below. The cost component categories will be added, resulting in a total of a maximum of one hundred forty-five (145) points available for the Cost Proposal evaluation, representing approximately forty percent (40%) of the Overall Proposal score. The Cost Proposal score shall be calculated to at least six decimal places with the final Cost Proposal score rounded to four decimal places.

The cost component categories and point distributions are provided below. Cost Proposal Bid Sheets are located as Attachments 12.1 through 12.8 of this RFP.

Bid Sheet	Bid Sheet Subject	Total Possible Points
12-1	Takeover	0.00
12-2	Takeover Expansion Item	1.60
12-3	ACSL	54.00
12-4	TAR	30.00
12-5	TSC – Provider	24.40
12-6	TSC – Beneficiary	19.80
12-7	Turnover and Runout	1.40
12-8	Cost Proposal Total Evaluation Sheet	13.80
	Bid Sheet Totals	145.00

- b. The method for determining points awarded for the Cost Proposal is based on the Proposer receiving the maximum points allowed for the lowest bid under consideration. The Proposers not submitting the lowest bid shall receive a proportional number of points based on their bid compared to the lowest bid. The example below is for a BVMP price but applies to any identified scoring amount. The score computations can be expressed mathematically as follows:

Lowest Bid ÷ Proposer's Bid = Percentage of Maximum Points Available

Percentage of Maximum Points Available x Maximum Points Available = Points Earned

Points are assigned by DHCS for each bid to be evaluated and may vary from year to year or service to service.

Calculation Example (Single Price per Year):

Proposer A bids \$ 800,000 for Year 1 for Service X
 Proposer B bids \$1,000,000 for Year 1 for Service X
 Maximum Points Available is 5 Points

Proposer A bids \$800,000 ÷ \$ 800,000 = 100% x 5 Points = Proposer A earns 5 Points

Proposer B bids \$800,000 ÷ \$1,000,000 = 80% x 5 Points = Proposer B earns 4 Points

This is repeated for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) bids.

1) Determining Cost Proposal Points Earned When Using BVMP

BVMP consists of three bid elements, which are Plus Level, Minus Level and Base Volume Level. There are multiple plus and/or minus levels within the same year. All Base Volume Levels shall be evaluated based on the lowest bid as compared to the Proposer's price with the resulting factor multiplied by the points available for the Base Volume Level under evaluation.

Calculation Example (Single Price per Year):

Proposer A bids \$ 800,000 for Year 1 Base Volume Level for Service X
 Proposer B bids \$1,000,000 for Year 1 Base Volume Level for Service X

Maximum points available are 50 points over ten years; first year points are a maximum of 5.

Proposer A earns 5 points for their Base Volume Level bid for Year 1/Service X. $\$800,000 \div \$800,000 = 100\% \times 5 \text{ Points}$

Proposer B earns 4 points for their Base Volume Level bid for Year 1/Service X. $\$800,000 \div \$1,000,000 = 80\% \times 5 \text{ Points}$

This is repeated for Intervals 2 and 3 (Contract Year 1 and Extension Years 1 through 5, if exercised) bids.

Points assigned within the Base Volume Levels may vary from year to year.

2) Plus and Minus Level Evaluation of the BVMP

The evaluated prices of the Plus and Minus Levels are calculated in similar manners. They both start with the Base Volume Level as part of their evaluated price. The unit price of the level is multiplied by the maximum transactions within the range. The resulting dollar amount is added (subtracted) to the Base Volume Level bid price amount to produce the evaluation price for that level. This calculation is repeated for both the Plus and Minus Levels of each year establishing an evaluation price for each level in each year. Points are then calculated in the same manner as the BVMP with the lowest bidder receiving the maximum points for that level in that year with all others receiving a proportional share.

Calculation Example

Proposer A bids as follows:

Plus Level	214,900,001	279,360,001	64,460,000	\$.10	3
Base Volume	172,300,000	214,900,000		\$ 100,000,000.00	5
Minus Level	107,619,999	172,299,999	64,610,000	\$ (0.05)	1

If the Plus Level is selected for evaluation the evaluated price for each would be as follows:

	Base Volume		Level Adjustment		Evaluated Price
Plus Level	\$100,000,000	+	(64,460,000 x \$.10)	=	\$106,446,000
Minus Level	\$100,000,000	-	(64,610,000 x \$.05)	=	\$ 96,769,500

c. Evaluation Process

- 1) After it has been determined that the Cost Proposal is complete and in compliance with the RFP instructions, the ESC will:
 - a) Review the Cost Proposal to ensure that it contains nothing that changes how the Contract payment structure operates, the incentives provided in the payment structure, or the Contractor's demonstrated ability to perform the Contract (Contractor responsibility).
 - b) Evaluate each total price in relation to the lowest total price submitted. The lowest price will be given the maximum points allowed, while all remaining prices will be scored using the following formula:

$$\frac{\text{Lowest Cost Price}}{\text{Proposed Cost Price}} \times \text{Points Assigned} = \text{Cost Proposal Score}$$

- 2) In the event of arithmetic or transposition errors, the Department will interpret numbers contained in the Cost Proposal in the manner described in the RFP Main, DHCS Rights, Correction of Clerical or Mathematical Errors.
- 3) **The maximum amount of points that** can be earned from the Cost Proposal is one hundred forty-five (145) points, representing approximately forty percent (40%) of the Overall Proposal score. Final Cost Proposal scores shall result in numbers rounded to four decimal places.

5. Stage 5 – Adjustments to Score Calculations for Bidding Preferences/Incentives

- a. DHCS will determine which firms, if any, are eligible to receive a bidding preference (i.e., Disabled Veteran Business Enterprise (DVBE), small business or non-small business subcontractor preference, etc.).
- b. To confirm the identity of the highest overall scored responsive Proposal, DHCS will adjust the overall Proposal score for applicable claimed preference(s)/incentives for eligible Proposers. DHCS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of DGS.

c. Demonstrations

If the Department desires to conduct a site visit, it will advise the Proposer of the time, date and content to be demonstrated. The Department will require that the demonstration(s) occur in Sacramento, California, if possible. Any travel cost associated with the demonstration(s) shall be borne by the Proposer and are in no way billable to the Department.

6. Stage 6 – Final Score Calculation

DHCS will use the formula shown below to calculate final Proposals' scores and to determine the highest scored overall Proposal.

		Proposal Component	Maximum Possible Score
a		Narrative Proposal Score	215
b	+	Cost Proposal Score	145
c	+	Preference Points (If Any)	TBD
d	=	Overall Proposal's Total Point Score	360 plus Preference Points

The table above shows the maximum possible scores. A Proposer may receive a score that is less than the maximum shown above.

T. Evaluation Questions

RFP Attachment 17, Evaluation Questions provides the rating factors and general evaluation considerations associated with the Narrative Proposal content requirements that are identified in RFP Main, Narrative Proposal Submission, Format and Content Requirements, and that meet SOW requirements as provided in Exhibit A, Attachments I through III. For the purposes of the evaluation, please read and carefully respond to the mandatory requirements and services listed.

U. Proposal Requirements and Information

1. Non-responsive Proposals

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause the Department to deem a Proposal non-responsive.

a. Failure of a Proposer to:

- 1) Meet Proposal format, content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of Proposals.
- 2) Pass the Required Attachments/Certification Checklists for the Narrative Proposal (RFP Attachment 2a) and Cost Proposal (RFP Attachment 2b)

Compliance Review (i.e., by not marking “Yes” to applicable items or by not appropriately justifying, to DHCS’ satisfaction, all “N/A” designations).

- 3) Submit a **mandatory** Conflict of Interest Compliance Certificate (RFP Attachment 15) in the manner required, if applicable.
- b. If a Proposer submits a Proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.
- c. If a Proposer supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.
- d. If DHCS discovers, at any stage of the procurement process or upon Contract award, that the Proposer is unwilling or unable to comply with the Contract terms, conditions and exhibits cited in this RFP or the resulting Contract.
- e. If other irregularities occur in a Proposal response that is not specifically addressed herein (i.e., the Proposer places any conditions on performance of the SOW, submits a counter Proposal, etc.).

2. Proposal Modifications after Submission

- a. All Proposals are to be complete when submitted. However, an entire Proposal may be withdrawn and the Proposer may resubmit a new Proposal prior to the Proposal submission deadline.
- b. To withdraw and/or resubmit a Proposal, follow the instructions provided in RFP Main, Proposal Requirements and Information, below.

3. Withdrawal and/or Resubmission of Proposals

- a. Withdrawal deadlines

A Proposer may withdraw a Proposal at any time before the Proposal submission deadline.

- b. Submitting a withdrawal request
 - 1) Submit a written withdrawal request, signed by an authorized representative of the Proposer.
 - 2) Label and send the withdrawal request to the Department in accordance with instructions in RFP Main, Submission of Proposals and Other Related Documents.
 - 3) An originally-signed withdrawal request is generally required before DHCS will return a Proposal to a Proposer. DHCS may grant an exception if the Proposer informs DHCS that a new or replacement Proposal will immediately follow the withdrawal.
- c. Resubmitting a Proposer
After withdrawing a Proposal, a Proposer may resubmit a new Proposal according to the Proposal submission instructions. Replacement Proposals must be received at the stated place of delivery by the Proposal due date and time.

4. Contract Award and Protests

a. Contract award

- 1) Award of the Contract, if a Contract is awarded, will be to the responsive and responsible Proposer who earns the highest total score. The highest scored Proposal will be determined after DHCS adjusts Proposers' scores for applicable bidder preferences and/or incentives.
- 2) The Department will award the Contract only after it posts a Notice of Intent to Award for five State work days. DHCS expects to post the Notice of Intent to Award before the close of business on April 28, 2016. If the Department finds a need to alter the date for posting the Notice of Intent to Award, either an Addendum or Administrative Bulletin will be issued with an alternate time line.
- 3) The Department will mail or email a written notification and/or a copy of the Notice of Intent to Award to all firms that submitted a Proposal. The public will be able to view the Notice of Intent to Award on the Office of Medi-Cal Procurement website at:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx.
- 4) The Department will confirm the Contract award to the successful Proposer after the protest deadline, if no protests are filed, or following DGS's resolution of all protests. DHCS staff may confirm an award verbally or in writing.

b. Settlement of ties

- 1) In the event of a precise total high score tie between a responsive Proposal submitted by a certified small business or microbusiness and a responsive Proposal submitted by a certified DVBE that is also a certified small business, the Contract will be awarded to the DVBE firm, per Government Code (GC) Section 14838(f) et seq.
- 2) In the event of a precise total high score tie between a responsive Proposal submitted by a firm that was granted non-small business subcontractor preference and a responsive Proposal submitted by a certified small business or microbusiness, the Contract will be awarded to the certified small business or microbusiness.
- 3) In the event of a precise total high score between a responsive Proposal submitted by a Non-profit Veteran Service Agency (NVSA) that is a certified small business and a responsive Proposal submitted by a certified DVBE that is also a certified small business, the Contract will be awarded to the certified DVBE.
- 4) In the absence of a California law or regulation governing a specific tie, the Department will settle all other precise total high score ties by making an award to the Proposer who earns the highest Narrative Proposal score.

- 5) If Narrative Proposal scores are also tied, the Department will settle the tie in a manner that the Department determines to be fair and equitable (e.g., coin toss, lot drawing, etc.). In no event will DHCS settle a tie by dividing the work among the tied Proposers.

c. Protests

- 1) Who can protest

Any Proposer who submits a Proposal may file a protest if the Proposer believes its Proposal is responsive to all RFP requirements.

- 2) Grounds for protests

Protests are limited to the grounds described in PCC Section 10345. The Department will not make an award until all protests are withdrawn by the protestant, or are denied or resolved to the satisfaction of DGS.

- 3) Protest timelines

- a) If an eligible Proposer wishes to protest the intended Contract award, the Proposer must file a "Notice of Intent to Protest" with both DHCS and DGS within five State work days after DHCS posts the Notice of Intent to Award. The Notice of Intent to Protest may be quite brief. Any Notice of Intent to Protest filed more than five State work days after DHCS posts the Notice of Intent to Award shall be untimely.

- b) Within five calendar days after filing a "Notice of Intent to Protest", the protestant must file with both DHCS and DGS a full and complete written protest statement identifying the specific grounds for the protest. The statement must contain, in detail, the reason, law, rule, regulation or practice that the protestant believes DHCS has improperly applied in awarding the Contract.

- 4) Submitting a protest

- a) Protests must be filed with DGS and DHCS, Contract Management Unit (CMU), with a copy sent to OMCP. Proposers may hand deliver, mail or fax (to DGS and CMU) a protest.

- b) Label, address and submit the initial protest notice and detailed protest statement using one of the following methods.

To DGS:

USPS Mail, Hand Delivery or Overnight Express:

Department of General Services
Office of Legal Services
Attention: Protest Coordinator
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
707 Third Street, 7th Floor, Suite 7-330
P.O. Box 989052
West Sacramento, CA 95798-9052

Fax:

Department of General Services
Office of Legal Services
Attention: Protest Coordinator
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
Fax: (916) 376-5088

To DHCS/CMU:

USPS Mail, Hand Delivery or Overnight Express:

Department of Health Care Services
Contract Management Unit
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
1501 Capitol Avenue, Suite 71.5195
P.O. Box 997413, Mail Stop 1403
Sacramento, CA 95899-7413

Fax:

Department of Health Care Services
Contract Management Unit
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
Fax: (916) 650-0111

Every protest faxed and/or emailed to DGS and DHCS/CMU must be followed-up by sending an original signed protest, with all supporting material, within one calendar week of submitting the faxed and/or emailed protest.

Call the telephone numbers below to confirm receipt of a fax and/or email transmission:

Department of General Services (916) 376-5080

Department of Health Care Services, Contract Management Unit (916) 650-0150

To DHCS/OMCP:

USPS Mail:

Department of Health Care Services
Office of Medi-Cal Procurement
Attention: Teri Lesh/Subran Singh
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
P.O. Box 997413, Mail Stop 4200
Sacramento, CA 95899-7413

Hand Delivery or Overnight Express/Courier:

Department of Health Care Services
Office of Medi-Cal Procurement
Attention: Teri Lesh/Subran Singh
RE: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization
1501 Capitol Avenue, Suite 71.3041, Mail Stop 4200
Sacramento, CA 95814

Email:

To: omcprfp2@dhcs.ca.gov
Subject: Protest to DHCS RFP 13-90271
California Dental Administrative Services Organization

5. Disposition of Proposals

- a. All materials submitted in response to this RFP will become the property of DHCS, and, as such, are subject to the California Public Records Act (PRA) (GC Section 6250, et seq.). DHCS will disregard any language purporting to render all or portions of any Proposal confidential.
- b. Upon posting of a Notice of Intent to Award, all documents submitted in response to this RFP and all documents used in the selection process (e.g., review checklists, scoring sheets, letters of intent, Proposal contents, Proposal correspondence, etc.) will be regarded as public records under the California PRA (GC Section 6250 et seq.) and subject to review by the public. However, these documents shall be held in the strictest confidence until the Notice of Intent to Award is posted.

6. Inspecting or Obtaining Copies of Proposals

- a. Who can inspect or copy Proposal materials

Any person or member of the public can inspect or obtain copies of Proposal materials.

- b. What can be inspected and/or copied, and when
 - 1) The Proposer Conference sign-in/attendance sheet is a public record and will be available for inspection or copying immediately following the Proposer Conference.
 - 2) On or after the date DHCS posts the Notice of Intent to Award, all Proposals, Proposer Lists, RFP download lists, conference sign-in/attendance sheet, letters of intent, checklists and/or scoring/evaluation sheets become public records. These records shall be available by request.
- c. How to obtain Proposal materials for inspection or copying
 - 1) Persons wishing to obtain and/or inspect any Proposal or award-related materials must identify the items they wish to obtain and/or inspect, and submit a request by email to omcprfp2@dhcs.ca.gov.

- 2) Proposer Packages may also be viewed on the OMCP website at:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx

7. Verification of Proposer information

By submitting a Proposal, Proposers agree to authorize DHCS to:

- a. Verify any and all claims made by the Proposer including, but not limited to, verification of prior experience and the possession of other qualification requirements.
- b. Check any reference identified by a Proposer or other resources known by DHCS to confirm the Proposer's business integrity and history of providing effective, efficient and timely services.

8. DHCS rights

In addition to the rights discussed elsewhere in this RFP, DHCS reserves the following rights.

- a. RFP corrections
 - 1) DHCS reserves the right to do any of the following up to the Proposal submission deadline:
 - a) Modify any date or deadline appearing in this RFP or the RFP Time Schedule.
 - b) Issue clarification request letters, RFP Addenda, and Administrative Bulletins
 - c) Waive any RFP requirement or instruction for all Proposers if DHCS determines that the requirement or instruction was unnecessary, erroneous or unreasonable.
 - d) Allow Proposers to submit questions after the initial Proposer Question deadline (see RFP Main, Proposer Questions) about any RFP change, correction or RFP Addenda released through the Administrative Bulletin process. Specific instructions will appear in the Administrative Bulletin accompanying the RFP Addenda or other RFP material such as Questions and Answers.
 - 2) If deemed necessary by DHCS to remedy an RFP error or defect that is not detected in a timely manner, DHCS may also issue correction notices or waive any unnecessary, erroneous or unreasonable RFP requirement or instruction after the Proposal submission deadline.
 - 3) DHCS will post on the OMCP website all RFP clarifications, corrections, changes and updates issued via an Administrative Bulletin, including changes to the Time Schedule, Questions and Answers and Addenda. All Interested Parties are encouraged to monitor the OMCP website:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx
 - 4) If, after the Proposal submission deadline, it is discovered the posting of the Notice of Intent to Award will be delayed, DHCS reserves the right to issue an

Administrative Bulletin to announce delays to the Notice of Intent to Award posting date, Protest Deadline and/or Contract Award date. This information will be posted on OMCP's website included in the above paragraph.

- 5) DHCS reserves the right to deem a Proposal nonresponsive if a Proposer declines to accept the terms and conditions outlined in this RFP and its exhibits or if a Proposer submits alternate Contract or/exhibit language that DHCS considers "a counter Proposal".
 - 6) DHCS reserves the right to deem a Proposal non-responsive if a Proposer rejects any task, activity and/or function as required in the Contract or exhibit. Upon execution of the Contract the Proposer may not assert that any part, section and/or language in their Proposal rejects a task, activity and/or function.
 - 7) At its sole discretion, DHCS reserves the right to cancel this procurement at any time and not make an award.
- b. Collecting information from Proposers
- 1) During or after the Proposal review and evaluation process, DHCS may ask a Proposer to clarify information submitted in their Proposal. In such a case, DHCS will send a written Clarification Request Letter. The response of a Proposer to the Clarification Request Letter will not change the Proposal submission. DHCS's waiver of any immaterial deviation or defect shall in no way modify the RFP documents or excuse the Proposer from full compliance with the RFP specifications if awarded the Contract.
 - 2) The seeking of clarification from Proposers may cause DHCS to extend the date for posting the Notice of Intent to Award. If DHCS changes the posting date, DHCS will advise the Proposers in writing of the alternate posting date or by posting to the OMCP website at:
http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx
- c. Immaterial Proposal defects
- 1) DHCS may waive any immaterial defect in any Proposal and allow the Proposer to remedy those defects. DHCS reserves the right to use its best judgment to determine what constitutes an immaterial deviation or defect.
 - 2) DHCS' waiver of an immaterial defect in a Proposal shall in no way modify this RFP or excuse a Proposer from full compliance with all bid requirements.
- d. Correction of clerical or mathematical errors
- 1) DHCS reserves the right, at its sole discretion, to overlook, correct or require a Proposer to remedy any obvious clerical or mathematical errors occurring in the narrative portion of a Proposal or on a Cost Proposal form.
 - 2) If the correction of an error results in an increase or decrease in the total price, and a unit price pursuant to U.8.d.4), below, is not provided, DHCS shall give the Proposer the option to accept the corrected price or withdraw their Proposal.

- 3) Proposers may be required to acknowledge and initial corrections to cost and dollar figures on any Cost Proposal form that contains mathematical errors.
 - 4) If a mathematical error occurs in a total or extended price and a unit price is present, DHCS will use the unit price to settle the discrepancy.
- e. Right to remedy errors
- DHCS reserves the right to remedy errors caused by:
- 1) DHCS office equipment malfunctions or negligence by agency staff.
 - 2) Natural disasters (i.e., floods, fires, earthquakes, etc.).
- f. No Contract Award or RFP cancellation
- The issuance of this RFP does not constitute a commitment by DHCS to award a Contract. DHCS reserves the right to reject all Proposals and to cancel this RFP if it is in the best interests of DHCS to do so.
- g. Contract amendments after Contract Award
- As provided in the PCC governing contracts awarded by competitive bid, the DHCS reserves the right to amend the Contract after DHCS makes a Contract Award.
- h. Full funding
- If full funding does not become available, is reduced or DHCS determines that it does not need all of the services described in this RFP, DHCS reserves the right to offer an amended Contract for reduced services.
- i. Proposed use of subcontractors and/or independent consultants
- Specific subcontract and/or independent consultant relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractors and independent consultants) shall not be changed during the procurement process or prior to Contract execution. The pre-identification of a subcontractor and/or independent consultant does not affect DHCS' right to approve personnel or staffing selections or changes made after the Contract Award.
- j. Staffing changes after Contract Award
- DHCS reserves the right to approve or disapprove changes in key personnel that occur after DHCS awards the Contract.

V. Bidding Certification Clauses

1. Certificate of Independent Price Determination

- a. The Proposer certifies that:

- 1) The prices in this Proposal have been arrived at independently without any consultation, communication or agreement with any other Proposer or competitor for the purpose of restricting competition relating to:
 - a) The intention to submit a Proposal.
 - b) The prices or cost offered.
 - c) The methods or factors used to calculate the cost or prices offered.
 - 2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before the Cost Proposal opening date or date of Contract Award posting, unless otherwise required by law.
 - 3) No attempt has been made or will be made by the Proposer to induce any other firm or entity to submit or not to submit a Proposal for the purpose of restricting competition.
- b. Each signature appearing on the documents contained in this Proposal is considered to be a certification by the signatory that the signatory is the person in the Proposer's organization that is either responsible for determining the prices offered in this Proposal and/or is designated to complete the Proposal forms on behalf of the bidding firm, and the signatory has not participated and will not participate in any action contrary to RFP Main, Cost Proposal Submission, Format and Content Requirements.

2. Debarment and Suspension Certification

- a. The Proposer certifies, to the best of its knowledge and belief, that it and its principals:
 - 1) Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded by any federal department or agency.
 - 2) Have not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
 - 3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph a.2) of this certification.
 - 4) Have not within a three-year period preceding this Proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
 - 5) Shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4,

debarred, suspended, declared ineligible or voluntarily excluded from participation in such transaction, unless authorized by the State.

- 6) Will include a clause entitled "Debarment and Suspension Certification" that essentially sets forth the provisions herein, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- b. If the Proposer is unable to certify to any of the statements in this certification, the Proposer shall submit an explanation to the program funding this Contract.

3. Lobbying Restrictions and Disclosure

- a. The Proposer certifies, to the best of its knowledge and belief, that:
 - 1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the Proposer, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan or cooperative agreement.
 - 2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan or cooperative agreement, the Proposer shall complete and submit Federal Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
 - 3) The Proposer shall require that the contents of this certification be collected from the recipients of all sub-awards exceeding one hundred thousand dollars (\$100,000) at all tiers (including subcontracts, sub-grants, etc.) and shall be maintained for three years following final payment/settlement of those agreements.
- b. This certification is a material representation of fact upon which reliance was placed when this Contract was made and/or entered into. The making of the above certification is a prerequisite for making or entering into this Contract pursuant to 31 U.S.C. 1352 (45 CFR 93). Any person who fails to file the required certification shall be subject to a civil penalty of not less than ten thousand dollars (\$10,000) and not more than one hundred thousand dollars (\$100,000) for each such failure.
- c. The Federal Standard Form-LLL may be obtained from various Federal agencies, federally sponsored Internet sites, DHCS upon request or may be copied from Exhibit D(F), Special Terms and Conditions.

W. Preference and Incentive Programs

To confirm the identity of the highest scored responsive Proposer, DHCS will adjust the total point score for applicable claimed preference(s). Bidding preferences shall not be applied to Proposals that fail to pass the Checklist Review. DHCS will apply preference

adjustments to eligible Proposers according to State regulations following on-line or personal verification of eligibility with the appropriate office of DGS.

1. Small Business/Microbusiness Preference

- a. A responsive California small business or microbusiness Proposer claiming preference and verified as a certified small business or microbusiness in a relevant business category or type will be granted a preference of five percent of the total point score earned by the responsive/responsible Proposer with highest combined score, if the highest scored Proposal is submitted by a non-small business. Non-small business means a responsive/responsible Proposer that is not certified by DGS as a California small business or microbusiness in a relevant business category or type. The "service" category or business type will most likely apply to this procurement. NVSA instructions may be found under the "Preference and Incentive Programs subsection that follows.

To be certified as a California small business or microbusiness and eligible for a bidding preference the business must meet the State's eligibility requirements and must have applied for small business status no later than **5:00 PM PT** on the day of the Proposal submission deadline.

- b. Firms desiring small business or microbusiness certification must follow DGS certification instructions and apply for certification. Prospective Proposers desiring small business certification assistance may contact DGS by the following means:
 - 1) (916) 375-4940 (Small business assistance) or (800) 559-5529 (live operator central receptionist).
 - 2) Internet address: <http://www.dgs.ca.gov/pd/Programs/OSDS.aspx>
 - 3) Fax: (916) 375-4950
 - 4) Email: OSDShelp@dgs.ca.gov

2. Non-Small Business Subcontractor Preference

- a. Non-small business means a responsive/responsible Proposer that is not certified by DGS as a California small business or microbusiness in a relevant business category or type.
- b. If the responsive Proposer earning the highest total score is not a certified small business/microbusiness, a bid preference up to five percent is available to a responsive non-small business Proposer committing twenty-five percent (25%) small business subcontractor-use of one or more small businesses. When applicable, the preference points will be calculated pursuant to the regulations in Title 2, California Code of Regulations (CCR) Section 1896.8 and will be added to the total score of an eligible non-small business. This preference is authorized pursuant to Title 2, CCR Section 1896.2 and GC Section 14835.
- c. If a Proposer claims the non-small business subcontractor preference, the Proposal response must identify each proposed small business subcontractor that will be used, the participation percentage and dollar amount committed to each identified small business subcontractor and provide substantial proof to enable verification of each subcontractor's small business status. The total small

business subcontractor-use must equal no less than twenty-five percent (25%) of the total cost offered.

- d. To be granted preference, each proposed small business subcontractor must possess an active small business certification issued by the DGS, must perform a “commercially useful function” under the Contract and the basic functions to be performed must be identified at the time of Proposal submission.
- e. To request the non-small business subcontractor preference, complete RFP Attachment 11a, Non-Small Business Subcontractor Preference Request and Attachment 11b, Small Business Subcontractor/Supplier Acknowledgement.

3. Non-profit Veteran Service Agency Small Business Preference

- a. Pursuant to Military and Veteran Code Section 999.50 et seq., responsive/responsible NVSAs claiming small business or microbusiness preference and verified as such in the relevant category or business-type prior to the Proposal submission due date will be granted a preference up to five percent of the highest score, if the highest scored responsive Proposal is submitted by a Proposer not certified as a small business or microbusiness. The “service” category is the business type that will most likely apply to this procurement.
- b. To be eligible for the NVSA small business preference, the business concern must:
 - 1) Request small business preference at the time of Proposal submission; and
 - 2) Become certified as a small business by the appropriate office of DGS prior to the Proposal submission due date.

4. Disabled Veteran Business Enterprise Incentive

a. DVBE Incentive

To clarify, DVBE participation is **NOT** required in this RFP. However, voluntary participation is encouraged and an incentive will be applied as applicable.

Pursuant to California laws and regulations, a DVBE incentive in the form of points will be added to the sum of the Narrative Proposal score of responsive/responsible Proposers that provide for utilization of California-certified DVBEs. The application of the DVBE incentive is for evaluation purposes only. The maximum DVBE incentive allowed is five percent of the total possible points. The DVBE Incentive Scale below illustrates the earnable incentive points based on the amount of DVBE participation in excess of one-quarter of one percent (00.25%) of the total Contract bid amount.

b. Application of the DVBE Incentive

Points will be added to the Narrative Proposal score of an eligible Proposer by the applicable DVBE incentive percentage as computed on the total possible points earnable for both the Narrative Proposal score and Cost Proposal score when a Proposer:

- 1) Commits participation or use of DVBEs in excess of one-quarter of one percent (00.25%) to perform commercially-useful functions under the resulting Contract. To demonstrate DVBE participation, Proposers are to:
 - a) Follow the DVBE participation form completion instructions in RFP Attachment 8 and return the applicable DVBE forms with the Proposal response.
 - b) DVBE participation commitments must be acknowledged and confirmed via submission of a signed DVBE Subcontractor/Supplier Acknowledgement form with the Proposal response.
- 2) When responsive/responsible Proposers claim and are deemed eligible for the small business preference and/or the DVBE incentive, or both, the small business preference will be applied first.
- 3) The DVBE incentive adjustment for this procurement may not exceed five percent of the total possible points.
- 4) When responsive/responsible Proposers are eligible for one or more incentives and/or preferences, the order of application shall be as follows:
 - a) Small business preference will be applied first (if applicable).
 - b) The DVBE incentive, second (if applicable).
 - c) The non-small business subcontractor preference, third (if applicable).
 - d) Other bid preferences, last (if applicable).

c. DVBE Incentive Scale

Unless superseded and replaced by an alternate DVBE Incentive Scale issued by DHCS prior to Proposal due date, the following incentive scale will apply to this procurement.

For Illustrative Purposes Only

Illustration of possible Narrative Proposal points = 600

Illustration of possible Cost Proposal points = 600

Illustration of total possible points = 1200

Percentage of DVBE Participation Achieved and Acknowledged	Allowable DVBE Incentive Added to a Narrative Proposal Score
Over 4.25%	5% of total possible points (5% X 1200) = 60
Over 3.25% and up to 4.25%	4% of total possible points (4% X 1200) = 48
Over 2.25% and up to 3.25%	3% of total possible points (3% X 1200) = 36
Over 1.25% and up to 2.25%	2% of total possible points (2% X 1200) = 24
Over 0.25% and up to 1.25%	1% of total possible points (1% X 1200) = 12
0.0% and up to 0.25%	0% of total possible points

5. Combined Preferences

The maximum preference or score addition that any Proposer may be granted for small business preference and non-small business subcontractor preference is a combined fifteen percent (15%).

Any firm that claims and is granted non-small business subcontractor preference cannot displace an award to a certified small business or microbusiness.

X. Contract Terms and Conditions

1. Loss Leader Clause

It is unlawful for any person engaged in business within this State (California) to sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

2. Other Terms and Conditions

The winning Proposer must enter a written Contract that may contain portions of the Proposer's Proposal (i.e., Cost Proposal Bid Sheets, Work Plan), SOW, SOW Attachments, standard Contract provisions, Contract forms and the exhibits identified below. Other exhibits, not identified herein, may also appear in the resulting Contract.

The exhibits identified in this section contain Contract terms that require strict adherence to various laws and contracting policies. A Proposer's unwillingness or inability to agree to the proposed terms and conditions shown below or contained in any exhibit identified in this RFP may cause DHCS to deem a Proposer nonresponsible and ineligible for an award. DHCS reserves the right to use the latest version of any form or exhibit listed below in the resulting Contract if a newer version is available.

The exhibits identified below illustrate many of the terms and conditions that may appear in the final Contract between DHCS and the winning Proposer. Other terms and conditions, not specified in the exhibits identified below, may also appear in the resulting Contract. Some terms and conditions are conditional and may only appear in a Contract if certain conditions exist (i.e., Contract total exceeds a certain amount, federal funding is used, etc.).

In general, DHCS will not accept alterations to the General Terms and Conditions (GTC), Special Terms and Conditions, the SOW, other exhibit terms and/or conditions or alternate language that is proposed or submitted by a prospective Contractor. DHCS may consider a Proposal containing such provisions "a counter Proposal" and DHCS may reject such a Proposal as non-responsive.

3. Sample Contract Forms and Exhibits

Exhibit Label	Exhibit Name
a. Exhibit A-1	Standard Agreement

Exhibit Label	Exhibit Name
b. Exhibit A	Scope of Work Attachments Exhibit A, Attachment I, Takeover Exhibit A, Attachment II, Operations Exhibit A, Attachment III, Turnover and Runout
c. Exhibit B	Budget Detail and Payment Provisions Attachment Exhibit B, Attachment I, Special Payment Provisions
d. Exhibit C - View on-line.	General Terms and Conditions (GTC 610). View or download this Exhibit at this Internet website: http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx
e. Exhibit D(F)	Special Terms and Conditions Attachments Exhibit D(F), Attachment 1, Certification Regarding Lobbying Exhibit D(F), Attachment 2, Certification Regarding Lobbying
f. Exhibit E	Additional Provisions Attachments Exhibit E, Attachment I, Change Order Pricing Proposal Form Exhibit E, Attachment II, Escrow Bid Documentation Certification
g. Exhibit F	Contractor's Release
h. Exhibit G	Travel Reimbursement Information
i. Exhibit H	Health Insurance Portability And Accountability Act (HIPAA) Business Associate Addendum (BAA)
j. Exhibit I	Staffing Qualifications

4. Unanticipated tasks

In the event unanticipated or additional work must be performed that is not identified in this RFP, but in the Department's opinion is necessary to successfully accomplish the SOW, DHCS will initiate a Contract Amendment to add that work. The supporting documentation for all cost related to the Amendment shall be submitted in accordance with Exhibit E, Additional Provisions, Change Orders, and Exhibit E, Additional Provisions, Attachment II, Change Order Pricing Proposal Form. All terms

and conditions appearing in the final Contract will apply to any additional work and extension options.

5. Resolution of language conflicts (RFP vs. final Contract)

All inconsistencies and conflicts between the terms and conditions appearing in the final Contract and the proposed terms and conditions appearing in this RFP will be resolved by giving precedence to the final Contract.