

OFFICE OF MEDI-CAL PROCUREMENT

EVALUATION ORIENTATION

California Dental Medicaid Management Information System Fiscal Intermediary Services RFP 13-90270 and California Dental Administrative Services Organization RFP 13-90271 Procurement

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The Role of OMCP

The Office of Medi-Cal Procurement (OMCP) was established to serve as an internal consulting and advisory group within the Department of Health Care Services (DHCS) to perform major procurements conducted by the Medi-Cal program. The goal of the OMCP is to ensure that Medi-Cal contracting and procurement procedures are of the highest integrity and that the competitive bidding process is employed to the maximum extent required by law.

What is a Request for Proposal?

A Request for Proposal (RFP) is a competitive bidding method used to obtain complex, uncommon, or unique personal or consultant services or a specific commodity for DHCS. Typically these services require highly professional skills and expertise not found in civil service classifications.

The RFP invites all eligible firms, individuals and other entities that meet the basic qualification requirements found in the RFP Main section Qualification Requirements to submit a Proposal in response to the goals, objectives, major tasks and functions described by DHCS in the RFP Scope of Work.

OFFICE OF MEDI-CAL PROCUREMENT

Proposers must submit a Narrative Proposal to offer DHCS the best method and approach for accomplishing the scope of work. The evaluation team members will review each Proposer's narrative submission and documentation and score the Proposer's expertise, experience, approaches, methods and innovations.

DHCS intends to make a single contract award to the most responsive and responsible Proposer earning the highest total score (the total of the Narrative Proposal score, the Cost Proposal score plus Preference/Incentive score) for each RFP.

The Role of the Evaluator

Why Are You Here?

You are participating as an evaluator in the Dental RFP evaluation process. You are a member of the Evaluation Scoring Committee (ESC), which is one of four committees charged with responsibilities in a procurement project. Your assignment for the next two months is to read, analyze and score submissions from companies who responded to the RFP released by DHCS on August 21, 2015.

You will be selecting two qualified Contractors; one to provide California Dental Medicaid Management Information System (CD-MMIS) Fiscal Intermediary (FI) Services and one to provide California Dental Administrative Services Organization (ASO) services.

Security & Confidentiality

Security and confidentiality are of the utmost importance during the procurement process, especially during evaluation. Therefore, all members on the evaluation team must adhere to the following policies:

All work done during the evaluation is confidential. This includes Narrative Proposal contents, the names of Proposers, correspondence, addenda, financial data, memoranda, working papers, or any other information which discloses any aspect of a Proposal submitted in response to this RFP. This information must be held in the strictest confidence until the Notice of Intent to Award the contract is posted. After such notice, all these materials become public record.

OFFICE OF MEDI-CAL PROCUREMENT

Except with Team Leads and the Project Manager, no discussion or comments about the evaluation are allowed in person, on the phone or via e-mail.

Please place the following message (or words to this effect) as your voice mail alternate greeting: "I am assigned to a special project and will be working offsite beginning **March 7, 2016**. I am not able to respond to e-mail on a regular basis. Please contact _____ at _____ for assistance in my absence. Thank you." Use this message for your e-mail out of office assistant as well.

The Evaluation

Evaluation Teams

ESC members will be divided into teams. Each team will consist of two people who will be responsible for reviewing and evaluating specific sections of each Proposal.

You'll receive your evaluation assignment and individual and team identifiers on the first day of evaluation, when you check-in.

Your name will not appear on any evaluation scoring document or log. You'll receive a number or letter identifier to use throughout the evaluation. This protects your anonymity when the evaluation process has concluded and all evaluation materials become public record.

Evaluation Process

Evaluations must be completed and scored independently.

The evaluation notes and score will be completed electronically, using OMCP's Procurement Automated Scoring System (PASS). You will receive training in the Evaluation Orientation on how to use this automated process.

PASS will allow you to view and score the specific sections assigned to you and your team member. In PASS, you will not be able to view sections assigned to and scored by other teams.

OFFICE OF MEDI-CAL PROCUREMENT

Each evaluator will enter scores and comments using their computer. PASS will automatically add the scores and apply the weighting factors.

During the evaluation process, OMCP may elect to identify features of each Proposal that will not be accepted as part of the specific contract. If this occurs, all Proposers will be notified as to what features are unacceptable at the completion of the evaluation.

The Evaluation Stages

A multiple stage evaluation process will be used to review and score Proposals. See RFP Main section Evaluation and Selection for more details about the stages and evaluation committees.

DHCS will reject any Proposal that is found to be nonresponsive at any stage of evaluation.

Stage 1 – Narrative Proposal Compliance Review

Shortly after the Proposal submission deadline, the Preliminary Review Committee (PRC), which consists of OMCP Team Leads, will convene to review each Narrative Proposal for timeliness, correct packaging, completeness and initial responsiveness to the RFP requirements.

In this review stage, the PRC will compare the contents of each Narrative Proposal to the claims made by the Proposer on Attachment 2a, Narrative Proposal Required Attachments/Certification Checklist to determine if the Proposers' claims are accurate.

The PRC will make sure each Proposer has the qualifications to bid on the contract, has complied with all RFP instructions, and is responsive to the submission requirements.

Stage 2 - Narrative Proposal Evaluation/Scoring

Proposals that pass the Stage 1 review by meeting the format and submission requirements and the qualifications, and which contain the required documentation will be submitted to the ESC for Stage 2 evaluation. The ESC will be responsible for independently reviewing and evaluating each response to the Evaluation Questions contained in Attachment 17, Evaluation Questions.

OFFICE OF MEDI-CAL PROCUREMENT

For each Narrative Proposal submission requirement, there is a corresponding evaluation question that will be scored on a 0 to 4 point scale. The point scoring descriptions are detailed in the RFP Main section Stage 2 – Narrative Proposal evaluation/scoring. Point scores will be based on the Proposal's adequacy, thoroughness, and the degree to which it complies with the RFP requirements. The evaluation questions include considerations that evaluators may take into account when assigning points to an evaluation question response.

PASS will automatically apply a weighting factor to each point score and total the score.

Stage 3 – Adjustments to Score Calculations for Bidding Preferences/Incentives

DHCS will determine which firms, if any, are eligible to receive a bidding preference (i.e., small business or non-small business subcontractor preference, or similar established bases of preference). Any score received will be added to the combined Narrative Proposal score to achieve the final score.

To confirm the identity of the highest scored responsive Proposer, DHCS will adjust the total 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 the Department of General Services. More information about the allowable bidding preferences appears in the RFP Main section Preference and Incentive Programs.

Stage 4 – Final Score Calculation

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

Narrative Proposal Score + Cost Proposal Score + Preference/Incentive Score (if any) = Total Point Score

EVALUATION GUIDELINES

Evaluator Comments

OFFICE OF MEDI-CAL PROCUREMENT

Evaluators must provide comments to support the scores awarded (from 0 to 4) to the response to each evaluation question as listed in Attachment 17, Evaluation Questions. While comments are important regardless of the score you give a particular question, they become imperative in the event that you score a Proposal response as a "0" or a "4".

Comments must:

- Support the point score awarded to the response to the evaluation question.
- Be relevant to the Proposer's response to each evaluation question.
- Contain the Narrative Proposal page numbers that contain the submission or information to support your comments. This is useful should there be scoring discrepancies within a team that requires resolution.
- Be professional. Use discretion in your comments. Your comments become public record at the time the Notice of Intent to Award is posted, and comments will be reviewed by the Team Leads, Project Manager, and OMCP Management, staff from Audits and Investigations, and/or DHCS Executive Management. (You may keep working notes on a writing tablet if you need to remember something that may not be appropriately recorded in the comment section.)

Do not:

- Write anything that you would not want to see on the internet or on the front page of a major newspaper.
- Take out your frustrations or express unprofessional opinions about a Proposer or a Proposer's response.
- Calculate the points of the sections that you are evaluating. Just enter your point score between 0 and 4 based on the guidelines supplied and PASS will do the rest! OMCP management, the Project Manager and the Team Leads will verify the scores.

Security & Confidentiality

As a general rule, regular work responsibilities should be suspended until the evaluation is complete and the results have been presented to the Executive

OFFICE OF MEDI-CAL PROCUREMENT

Review Committee. Evaluators generally do not report to their regular offices until the evaluation is complete.

Each evaluator will independently review the Narrative Proposals.

Evaluators are not to discuss any part of the evaluation with anyone except members of their evaluation team **and** in the presence of the Team Leads, the Project Manager or OMCP Management.

Each evaluator must analyze the information presented in each Narrative Proposal. Analysis includes an evaluation as to how well and completely a Proposer responds to the submission requirements and evaluation criteria. Comments must demonstrate a thorough analysis of the Narrative Proposal responses. Do not repeat the narrative text submitted by the Proposer.

Should you find you need additional information to make a judgment regarding scoring a Narrative Proposal, please discuss the issue with the Team Leads.

Do not consider any other information than what is required in the RFP and provided in the Narrative Proposal.

Compare each Narrative Proposal to the RFP and not to other Proposals.

Do not remove any materials from the evaluation location.

Do not mark the Narrative Proposals. Use post-its flags.

No direct contact shall be made with any Proposer during or after the evaluation. All questions and comments regarding the evaluation must be directed to the Team Leads. The Team Leads will contact the Project Manager or OMCP management about issues when needed.

Review the RFP in its entirety prior to beginning your review and scoring of the Narrative Proposals. You can highlight/mark any pertinent part of the RFP that will help you in your review.

VERIFICATION OF THE EVALUATION SCORES

OMCP Management Review

OFFICE OF MEDI-CAL PROCUREMENT

OMCP Management (Chief and Project Manager) will conduct reviews of the evaluation on an ongoing basis throughout the entire evaluation period.

At the end of the evaluation of the scored narrative portions of the Narrative Proposals, the Team Leads will verify the scores on PASS.

If there are any discrepancies in the scoring of the evaluation or if there are large anomalies between one evaluator's score for a question versus another evaluator's score of the same question, OMCP Team Leads, the Project Manager and/or OMCP management may bring the evaluators together to discuss the issue. The purpose is not to sway one evaluator into changing his/her score, but merely to learn what one evaluator analyzed and concluded that the other did not. This would not occur in instances where there is a one point difference in scores but would with a point difference greater than one point. After the discussion, evaluators may be asked to re-evaluate the particular question to determine if a score and a comment will be changed, or the scores may be normalized.

Executive Review Committee (ERC)

When scores are normalized, they will be compiled and submitted to the ERC by OMCP Management. The ERC review is to assure all appropriate procedures and processes have been followed.

The ERC consists of DHCS executives and management.

The ERC may, at the members' discretion, review evaluation and selection processes and recommended scores for each Proposal throughout the procurement process.

The ERC may seek independent review or advice from individuals within DHCS or elsewhere, regarding procurement policy matters, Narrative Proposal deficiencies, and acceptability.

COST PROPOSAL

The Cost Proposal will be reviewed, evaluated and scored separately by other evaluators.

POST-EVALUATION

OFFICE OF MEDI-CAL PROCUREMENT

A Notice of Intent to Award will be publicly posted upon completion of the evaluation process.

Proposers and the general public have the right to view copies of all evaluation documentation.

Proposers have the right to protest the Department's Notice of Intent to Award in accordance with RFP Main section Contract Awards and Protests.

Materials/Vault

All work materials and review copies of the Narrative Proposals will be kept in the working vault. Each evaluator will evaluate the Narrative Proposals anonymously and will be assigned a designator letter and a workbox to store materials.

The working vault will be unlocked every morning by a Team Lead (or designee), and locked at night by the last Team Lead (or designee) to leave.

Each evaluator must sign out and sign in all hard copy Narrative Proposals each day on the log sheet. Each evaluator must return the Narrative Proposals to the working vault at the end of the day.

Each evaluator will have a workbox in which he/she can store working documents, such as notes. These workboxes, which will be marked with each evaluator's designator number, must be picked up in the Team Lead Room by each evaluator each morning and returned to the Team Lead Room at the end of each day by each evaluator.

Only OMCP staff may enter the working vault and Team Lead Room. Evaluation staff may enter these rooms only when accompanied by a Team Lead, the Project Manager or OMCP management.

Work materials and the workboxes should be returned to the Team Lead Room during the lunch period.

Narrative Proposals should be returned to the working vault during lunch periods, but evaluators do not have to sign their hard copy back in on the sign in/out log until the end of the day.

Work and Housekeeping policies

OFFICE OF MEDI-CAL PROCUREMENT

Daily Facilities and Work Schedule Procedure

You may be in the evaluation area between 7:00 a.m. and 4:00 p.m. Monday through Friday. Please confine your work hours to these times.

You will need your temporary badge to enter OMCP.

With the exception of Team Leads, evaluators on alternate work schedules may maintain their regular days off unless otherwise directed by OMCP management.

The Team Leads (or designee) leaving the evaluation area last each day shall lock the working vault and Team Lead Room door and turn off the lights.

When you leave for the day, please log off of your computer.

It is critical that we conclude this evaluation by 04/20/2016.

Therefore, OMCP reserves the right to ask you to temporarily adjust your work hours/schedules to finish the work on time.

If you will be late arriving at the evaluation area, or will be absent for the day, please notify your program manager following your unit's regular policy. Also contact the Team Leads within one hour of your usual arrival time so that they know you won't be coming in. They can be reached by phone at 916/552-8006.

You are required to be at the evaluation site daily, unless you have approved alternative work hours. If your team completes its portion of the evaluation and is released early, you are required to report back to your primary work assignment.

The Team Leads will ask each evaluator to submit his/her work schedule. A Master Calendar will be provided by OMCP so that every evaluator can document his/her regular days off (RDOs), appointments that cannot be changed (e.g., medical appointments), etc. If possible, please try to alert the Team Leads of any appointments you may have at least two days in advance of your time-off request.

OFFICE OF MEDI-CAL PROCUREMENT

Each evaluator must sign in and out on the sheet provided outside the Team Lead Room each day.

Phones & E-Mail

Your emergency contact number is 916/552-8006. Team Leads will take messages and relay them to you.

There will be one "community" phone for outgoing calls. Please limit your calls while using this phone.

Staff may use cell phones at the discretion of the Team Leads. Phones must be in "vibrate" or "silent" mode. Use of cell phones also requires consideration of other working staff. Please adjourn to the lobby or outside the building to place or receive extended phone calls.

You will be assigned a workstation (which may be shared) and computer for evaluation. This computer will allow limited access to your work email or the Intranet/Internet.

Facilities

The evaluation will take place at the DHCS building located at 1501 Capitol Avenue, Suite 71.3041.

Although cubicles and offices will be shared with another evaluator, please work independently.

Other DHCS employees share this building. Please be courteous and keep the noise level at a minimum, and keep hallway conversations quiet.

General conversation should be kept away from the evaluation area as a courtesy to other evaluators.

There are conference/quiet rooms available for meetings with your Team Lead, the Project Manager and/or OMCP management.

OMCP will provide basic supplies, including note pads.

The restrooms are located outside the evaluation area in the corridor near the freight elevators.

OFFICE OF MEDI-CAL PROCUREMENT

There is a Break Room in the office. The Break Room has a sink, microwave and refrigerator. The break room and refrigerator are thoroughly cleaned every Thursday. Make sure anything you have in the refrigerator is labeled with your name and the date the item was placed in the refrigerator. Otherwise it may be thrown out. Please be courteous and clean up after yourself.

REQUIRED FORMS

Complete, Sign, and Return to OMCP by March 2, 2016, Close of Business:

- ✓ Statement of Economic Interest (Form 700)
- ✓ Supervisor Review Transmittal (DHCS Form 9048)
- ✓ Conflict of Interest training course completion certificate (per OMCP Welcome memo)
- ✓ Security, Confidentiality, and Disclosure Agreement
- ✓ Non-Conflict of Interest Acknowledgment
- ✓ OMCP Access and Office Procedure form

All evaluators shall have read, signed and returned these documents to OMCP by March 2, Close of Business. Evaluators whose documents have not been approved by OMCP prior to the Orientation on March 3, shall not be allowed to attend the Orientation.

Once you arrive at the Orientation you will be provided another Non-Conflict of Interest Acknowledgment form which is to be completed prior to the commencement of the Orientation. The form will contain the names of the proposed contractors and their subcontractors. If a conflict exists, or may exist, with any of the entities listed, you are to notify a Team Lead immediately. A decision to allow your continued participation will be rendered at this point in time.

REQUIRED DOCUMENTATION

The goal of OMCP is to ensure that Medi-Cal contracting and procurement projects remain confidential during its development. Each step of the bid/Proposal process is vital and critical; with security and integrity, as the cornerstone. Prior to beginning your work on this project we request that you read, complete and provide by **March 2, 2016, Close of Business**, the following forms: **(Your Program Manager is not to sign any form;**

California Dental Medicaid Management Information System Fiscal Intermediary Services RFP 13-90270 and California Dental Administrative Services Organization RFP 13-90271

March 3, 2016

OFFICE OF MEDI-CAL PROCUREMENT

OMCP Project Manager signs these.)

1. Statement of Economic Interest (Form 700)

All evaluators are required to complete a Statement of Economic Interest (Form 700) before beginning this project. Employees that filed at their original DHCS appointment and have an existing Form 700 and DHCS 9048 on file with their own office are still required to complete a new and separate set of these documents. This is a requirement because they are specific to contract and procurement projects with OMCP.

As defined by DHCS, All Negotiators of Contracts for goods and services involved as a state employee in making decisions as part of a competitive bidding process, or in negotiating, signing, reviewing or making decisions on contracts executed pursuant to Section 10122 of the Public Contract Code are considered a disclosure Category 3 and required to file a Form 700.

OMCP Form 700 Type of Statement and filing period schedules:

Completing Form 700:

All Sections 1 – 5 need to be completed:

DO NOT USE ABBREVIATIONS TO COMPLETE ANY PORTION OF THIS FORM.

- **Section 1. Office, Agency or Court:**

Evaluators must indicate they are working with OMCP as a "Procurement Project Evaluator" on the 'multiple positions line' in addition to listing their own agency, division, branch and position. See instructions chart below*

- **Section 3. Type of Statement - Assuming Office/Initial startup project with OMCP:**

Evaluators must indicate the date they started the project in **Section 3. Type of Statement: Assuming Office:** Date assumed __/__/__. *

Form 700 Completion Instructions:*

Agency Name: Department of Health Care Services (DHCS)	
Department: List Current	Position: List Current

OFFICE OF MEDI-CAL PROCUREMENT

Agency: DHCS-Office of Medi-Cal Procurement	Position: Procurement Project Evaluator
Assuming Office: ___/___/_____	Starting date on project

2. Supervisor Review Transmittal DHCS 9048 Form

DHCS 9048 form is required with all Assuming Office Form 700's. Evaluators must complete the information requesting their Name, Division, Position Number and Appointment Type. They **should not** list this form as an additional attachment on the Form 700 in Section 4. This form is reviewed and signed by the OMCP Project Management Team.

3. Ethics Orientation Training Certificate (Two parts Ethics 1 and 2)

Evaluators will need to complete the online Conflict of Interest Ethics training module prior to your assignment date, Ethics 1. This training module is located on: <http://oag.ca.gov/ethics/course>. You may complete either the interactive or non-interactive version. Please print out the accompanying training certificate and submit the original documents to our office. If you have completed this form and the training within the last year, please submit a copy of your Ethics certificate, you will not be required to retake this course.

Ethics 2 Orientation requires that you read HAM section 8-1000 Conflict of Interest in the DHCS Health Administration Manual.

After completing both courses, complete form DHCS 2415 Training Certification for Conflict of Interest Ethics Courses and check the date you completed both series. Please attach your Ethics certificate to this form and submit all originals to your assigned team lead.

4. OMCP Security, Confidentiality & Disclosure Agreements

OMCP's "Security, Confidentiality, And Disclosure Procedures" discuss and list the rules and procedures for all staff who are involved in the

California Dental Medicaid Management Information System Fiscal Intermediary Services RFP 13-90270 and California Dental Administrative Services Organization RFP 13-90271

March 3, 2016

OFFICE OF MEDI-CAL PROCUREMENT

development and evaluation of procurement. Staff acknowledges agreement with these requirements, which are for the protection of each employee, as much for the protection of the State, by executing "Office of Medi-Cal Procurement Security, Confidentiality, and Disclosure Agreements." Each Agreement is to be completed, signed, and dated by the employee, and approved by our OMCP Chief at the time any individual becomes involved in any specific procurement project.

5. OMCP Non-Conflict of Interest

OMCP's Non-Conflict of Interest Acknowledgement relates to Request for Proposal (RFP) # 13-90270 AND RFP # 13-90271. You will be asked to read each statement provided. If the entire statement is true, place a check mark in the box provided adjacent to the statement in the column marked "True". If the statement or any part of the statement is false, place your initials in the space provided adjacent to the statement in the column marked "False".

Notes:

You are asked to Read the RFP before you begin your evaluation of the Narrative Proposals.