

**Request for Proposals: Administrative Services for Total  
Population Health Management**

**RFP # OHB12-02**

**Issued: December 5, 2011**

**ADDENDUM # 3**

**Issued: January 3, 2012**

**GENERAL**

These questions were received after the mandatory pre-proposal meeting. A copy of this addendum shall be included in your submission and should be signed by a company officer. Regarding questions requesting additional detail on the Commonwealth's claims experience and population demographics, some basic population data has been provided and considerable claim detail. Depending on the RFP capability responses, including descriptions of additional information needed to produce information set X with value Y, the finalists may be asked to work with additional detailed data to demonstrate their relative capabilities.

Regarding questions on current incentives and other information on current programs, the web site provides a complete description of what exists today. Changes and enhancements will depend in a large degree on the outcome of this RFP process with emphasis on proven best practices with similarly situated, similar scope plan sponsors.

**The submission date has been changed to 2:00pm on Tuesday January 17, 2012.**

**X**

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**Questions:**

With regards to the referenced RFP, can you please confirm if current participants in the existing Chronic Condition Management Program will be rolled over into the new Chronic Condition Management Program upon the go-live date?

Answer: This will be decided by DHRM in conjunction with any contractual limitations we may have. A decision to transfer current Chronic Condition Management Participants to a new program will depend on vendor capabilities revealed in this RFP process as well as existing contract performance.

Is there a percentage of this contract that must or should be allocated to DBE/SWaM subcontractors?

Answer: No, the Commonwealth is interested in maximizing the utilization of DMBE registered small businesses.

Are there any unique types of biometric tests that the Commonwealth would want to include in the program based upon your previous experience.

Answer: We are interested in your solutions.

Can you share your expectations regarding the number of locations you would expect to be available for biometric testing events statewide?

Answer: The RFP did not specify on site screenings; rather it would prefer the use of contracted labs with direct linkage to the health portal.

Can you share any member utilization data regarding hospitalizations, ER utilization or large physician practices.

Answer: Please work with the information already provided

Can you please share any details regarding the current incentive or disincentive strategy used by the Commonwealth as well as any insight into future incentive reward changes for 2012 that are being contemplated?

Answer: We are interested in your solutions

There is a tab within the response spreadsheet for Health Advocacy pricing, but no corresponding capability questions. Is the Commonwealth interested in learning more about health advocacy programs and services?

Answer: Yes

Can you provide more information around the distribution of employees across Virginia? Could you provide a list of cities with Commonwealth of Virginia offices that will need biometric screening events?

Answer: The Commonwealth has employees throughout the state. The RFP did not specify on site screenings; rather it would prefer the use of contracted labs with direct linkage to the health portal.

Regarding the explanation worksheet in the questionnaire, if you need more one worksheet to provide explanations, how should you go about providing that? The workbook does not allow you to insert a worksheet or add rows. Please advise.

Answer: The Commonwealth is providing an optional Excel table for this purpose. The document is titled "OHB12-02 Additional information". It will be emailed with this addendum to attendees at the mandatory pre-proposal meeting.

While we intend to provide a proposal in MS Word and our questionnaire responses in MS Excel, we have additional materials we might want to provide (e.g., report samples) that are presently available only as a PDF. Will COVA permit those attachments to be provided as PDFs instead of MS Office files?

Answer: Yes

We are experiencing some formatting issues with Attachment Two (excel) document. For example within the Organization Information section Question # 14 e. asks to "define the responsibilities of the account manager," however, the cell to respond does not expand. Subsequently, we provided our response in the "Explanation" tab. However, each row following row 11 – does not wrap the text and the cells are locked to prevent any adjustments.

Answer: For responses that exceed the space to print use the optional Excel table titled "OHB12-02 Additional Information".

Addendum #1 asks that we acknowledge receipt with a signature and provide the complete addendum as part of our RFP response. Under which Tab shall we place this document?

Answer: Include signed addendum in Tab 1