

AMMP PM Request for Proposal (RFP)							
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)	
1	RFP-226 PL18-1	VI.N.1.e PL18 Tab 7	<p><b>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure</b></p> <p>e. Tab 6 – Scope of Work and Narrative Response</p> <p>Vendor Instructions – Provide the following as part of Tab 6:</p> <p>This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP...</p> <p><b>PL18 Response Narrative Questions Template</b></p> <p>Tab 6: Scope of Work / Narrative Questions Responses</p> <p>Vendor Instructions:</p> <p>The Narrative Response to the entire Section II – Scope of Work must be laid out, organized, and flowed in accordance with the order/manner and sequencing as it is presented and laid out, within this RFP.</p> <p><b>Sub-section Requirements</b></p> <p>As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-XX: Sub-section – SOW Requirements and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions.</p>	<p>We are submitting one question early in hopes you can clarify the instructions on how Vendors are supposed to lay out their Tab 6 Scope of Work responses as the instructions “<i>respond to all sub-sections within the RFP Section II – Scope of Work</i>” could result in a significant amount of narrative responding to informational-only RFP content, as illustrated in the example below.</p> <ul style="list-style-type: none"> <li>• The RFP Section VI.N.1.e Proposal Structure instructions requires Vendor to “...<i>include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions...</i>” which includes numerous sub-sections of informational content only, without any PM Services solution requirements.</li> <li>• For example, RFP Section II.B: Alabama MES Modernization Program has 28 sub-sections on project background information before the section-specific Narrative Questions.</li> <li>• PL18: Response Narrative Questions Template states “<i>The Narrative Response to the entire Section II – Scope of Work must be laid out, organized, and flowed in accordance with the order/manner and sequencing as it is presented and laid out, within this RFP.</i>”</li> <li>• The SOW sub-section requirements with the requirements and deliverables requirements tables instruct Vendors to “...<i>describe how they plan to fulfill the requirements in Table II-XX: Sub-section – SOW Requirements and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions.</i>”</li> </ul> <p>Please confirm Vendors’ Tab 6 – SOW section should limit their responses to the sub-section requirements and deliverables requirements (Master ID tables), Appendix E requirements, and sub-section Narrative Questions.</p> <p>We hope you can respond and release this one Question and Answer sooner than February 26, 2024, as the State’s answer significantly impact Vendors’ writing strategies to reply to both PM Services requirements and the informational sub-sections within the 150-page limit.</p>	<p>See PL18 tab 6 and tab 7 for instructions. Tab 7 contains Appendix E requirements. See Amendment 2 #2</p>	A-2 #2	
2	RFP-226 PL18-1	VI.N.1.e PL18 Tab 7	<p><b>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure</b></p> <p>e. Tab 6 – Scope of Work and Narrative Response</p>	<p><b>Follow-up to Comment #2</b></p> <p>If Vendors are required to respond to each sub-section in the 206-page SOW, Master ID tables, and Narrative Questions, can Vendors respond with “No requirements to address” to minimize non-requirement narrative? This response would be used for sub-sections that are project, process, and other module informational and do not contain PM Services solution requirement language. For instance, RFP Section II.B.2.a on page 14 gives as-is information on the AMMIS and directs Vendors to review the MMIS Concept of Operations in the Procurement Library.</p>	<p>See VI.N. Proposal format</p>		
3	39	II.E.1. Table II-7: Provider Management Security and Access Requirements, Item 4797	<p>The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract.</p>	<p>Please provide a count of Agency personnel, its Contractors, and stakeholders that will require access to the systems that will be used for the solution, including the CRM system, Service Desk Management system, and Provider Management system.</p>	<p>See Amendment 2 Item # 3</p>	A-2 #3	
4	43	II E.3.a.1 Continuity of Operations Plan (COOP)	<p>It is critical that the PM Services Contractor use the program-approved Master COOP template.</p>	<p>Please provide a copy of this Master COOP template as an attachment to this RFP.</p>	<p>All templates, plans, guides and tools will be provided at contract start-up.</p>		
5	45	II E.3.b.1 Disaster Recovery Plan	<p>The PM Services Contractor must use the program-approved Master DRP Template.</p>	<p>Please provide a copy of this Master DRP template as an attachment to this RFP.</p>	<p>All templates, plans, guides and tools will be provided at contract start-up.</p>		
6	78	II.H.7 Table II-24: Provider Management Customer Relationship Management Solution Requirements 5390	<p>The Contractor shall have the ability to route CRM tickets to Agency staff for review based on Agency defined criteria.</p>	<p>Please provide a count of Agency personnel that will need access to the CRM system, and confirm that access requires view-only capability or the ability to update the CRM ticket.</p>	<p>See Amendment 2 Item # 3</p>	A-2 #3	
7	87	II.I.4. Enrollment of Providers for Other State Agencies	<p>In addition to providers enrolling via the Provider Portal, the PM Contractor shall support special enrollment of providers for other State Agencies. The PM Contractor can expect to receive various requests for enrollment from other State Agencies who are currently enrolled and contracted with Alabama Medicaid.</p>	<p>Will including these Agencies result in additional requirements, workflow changes, and business rules that should be considered during our requirements validation phase and DDI? If so, please explain.</p> <p>Will it result in an increased call volume and validation workload? If so, please provide volume estimates.</p>	<p>None</p> <p>Call volume and validation workloads are included in current MMIS statistics provided in PL19.</p>		

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8	87	II.I.4. Enrollment of Providers for Other State Agencies	Currently, there are several State Departments/Agencies that enroll providers by sending requests directly to Alabama Medicaid so that these providers can be enrolled and associated to the services provided through the State Department/Agency.	Will members of these state Agencies require access to and training on the Providers Solutions System? If so, what is the anticipated number?	See Amendment 2 Item # 3	A-2 #3	
9	107	II.K.3. Provider Management Communications	The PM Services Contractor shall maintain a PO Box, not specific to the state of AL, and retrieve mail each business day	With the automation outlined, and the use of email, and provider portal for communications, please describe the type of mail that is expected. Please provide a monthly summary of the volume of mail received over the past 2 years.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1	
10	156	II.L.1.e Table II-55: List of Provider Management Reconciliation Reports	Requirement Master ID 5404	This requirement is listed in the table, but there is not a corresponding listing and description in the RRM. Does the State need to modify the RRM to include this requirement?	See Amendment 2 Item#4	A-2 #4	
11	164	II.L.1.f Table II-59: End of Contract and Turnover – End of Contract and Turnover Deliverables	Requirement Master ID 4783	This requirement is listed in the table, but there is not a corresponding listing and description in the RRM. Does the State need to modify the RRM to include this requirement?	See Amendment 2 Item #5	A-2 #5	
12	202	II.L.2.g. 1) Service Desk Tool	The SI Contractor will be responsible for implementation and operations of the CSDMT; however, the PM SDT must support exporting and importing information with the CSDMT to achieve the Agency's vision and goal of managing and reporting service request information across the AMMP and MES.	Will the Agency create the interface to share information or will this be the responsibility of the contractor? If so, what is the Agency's PM SDT?	Please see Section II.L.2.g.1 - "The PM Contractor shall acquire and use a Service Desk Tool (SDT)". The Vendor will work with the SI Contractor to establish the interface between their SDT and the CSDMT.		
13	214	II.L.3 b Table II-75: Training Management Requirements, Item 5304	The Contractor shall provide hands-on training to the Agency staff on features and reports. Formal training shall be provided within one (1) month of request. This training shall include hand-outs and hands-on exercises. Any follow-up training shall be provided within two (2) weeks of request and shall be small groups with step by step instructions on specific topics identified by the Agency.	Please provide an anticipated number of Agency staff for which the hands-on training would apply.	See Amendment 2 Item #3	A-2 #3	
14	214	II.L.3.b. Table 11.75 Training Management – Training Management Requirements, Item 6483	The Contractor shall prepare and deliver pre-planned refresher trainings (live, instructor led), post solution implementation, to help facilitate knowledge gains by end-users from solution use. This training should be delivered upon Agency request, no later than eight (8) weeks after system go-live.	Instructor-led training can be delivered in an interactive workshop that allows for on-site practice of the skill, or virtually using video conferencing tools. Will the agency allow these refresher trainings to be conducted virtually, or must they be conducted on-site?	See Section II.L.3.b.1 - Training and Knowledge Plan. The contractor must provide for both live in-person and online instructor-led training.		
15	225	VI.N.1.c Tab 4 – Transmittal Letter	16) Vendors must include a <b>signed</b> E-Verify Memorandum of Understanding.	An E-Verify MOU is typically downloaded from the government's E-verify website, and is not "signed". Will the State please clarify who should sign this MOU?	The E-verify MOU must contain an electronic signature from the Department of Homeland Security		
16	292, 293	IX. Appendix H - Key Personnel Resume Sheet (292)  IX Appendix H - Sample Key Personnel Resume Sheet (293)	Candidate and Education sections	The Key Personnel Resume Sheet and the sample have inconsistent formatting in the Candidate and Education sections. Should our format match the sample?	Appendix H is the form that must be submitted. Submission should match Appendix H. See Amendment 1 Item #2	A-1 #2	

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17	293	IX. Attachment H	<p>By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that, to the best of their knowledge and belief, all of the information on and attached to this data sheet is true, correct, complete, and made in good faith. The candidate further authorizes the release of all relevant prior employment, military service, academic/school, and criminal records. False or fraudulent information on or attached to this data sheet may be grounds for disqualifying a candidate or firing a candidate once work has begun. Any information provided to Alabama Medicaid Agency may be investigated.</p> <p>By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.</p>	Will it be acceptable for the vendor to provide an attestation confirming that all employees supporting Alabama Providers meet the mutually agreed on background requirements.	No. Appendix H form must be used to respond to key positions. For each named individual, a separate Key Personnel Resume Sheet must be submitted.	
18	105, 118	<p>II.K.2 Provider Management Call Center (p.105)</p> <p>II.K.7.e. Key Performance Indicator - Max Speed to Answer (p. 118)</p>	Please reference Vendor Comment.	<p>Page 105 states average speed to answer live chat and telephone inquiries is less than or equal to 60 seconds.</p> <p>Page 118 states measurement logic to answer is less than 5 minutes.</p> <p>Will the State please reconcile the two different measures for average speed to answer?</p>	No. See Appendix I.8.a. Service Level Agreement- Average speed to answer and Appendix I.8.e Key Performance Indicator- Max Speed to answer. Review measurement periods.	
19	141-150	II.L.1.c. 5) Key Personnel		<p>Regarding Key Personnel requirements:</p> <p>(a) Can the Agency define an acceptable scenario where "years of hands-on experience" could substitute for meeting a particular Education requirement for a Key Personnel?</p> <p>(b) If some candidates are on the Alabama account today, and have been for 10+ years, their ability to get three (3) other business references could be very difficult or problematic if we cannot use Alabama as a personnel reference. Would the Agency allow an exception for this scenario? (such as a retired Agency person, or subcontractors).</p>	See Amendment 1 Item #3 See Appendix H for required reference information.	A-1 #3
20	86, 89	<p>II.1.3 Perform Provider Site Visit (p.86)</p> <p>II.1.3. Table II-28 (p.86)</p> <p>II.1.5. Finalize Provider Enrollment, Table II-30 (p.89)</p>	Please reference Master ID's 5354 and 5483.	<p>Please confirm the time limit to complete required site visits, as there are several references to both 15 days and 20 days, and please verify that the clock starts when we have a "completed application" (error-free and ready to enroll).</p> <p>Pg 86: The PM Services Contractor shall complete 100% of all on-site visits within fifteen (15) business days from the date an application is received.</p> <p>Pg 86, Master ID 5354: The Contractor shall complete 100% of all on-site visits within fifteen (15) calendar days from the date an application is received.</p> <p>Pg 89, Master ID 5483: The Contractor shall accept and process to approve, deny, or provide all applicable information to the Agency for all provider applications within fifteen (15) calendar days of receipt of completed applications unless a site visit is required, then within twenty (20) calendar days of receipt of completed applications.□</p>	See RFP Sections II.1.3, II.1.5, and II.1.6.	
21	Procurement Library	2022 Alabama Medicaid- Provider Management Revalidation Statistics	Provider Statistics	The Provider Revalidation Counts in the procurement library are from 2022. Allowing for Telemedicine and other factors that are driving enrollment, does the state anticipate these revalidation numbers growing year-over-year, and should vendors factor in this growth? If so, what is the anticipated growth factor?	See PL19_FY2022 MMIS Stats which includes data for 2021 and 2022. Data for 2023 is not available at this time.	

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22	Procurement Library	2.4 PL19_FY2022_MMIS_Stats_1_04_2022 - Attachment 2-Provider Statistics FY 2022	Active Providers Count	The Active provider count of 72,811 is the provider number in 2022. Does the Agency anticipate this to be the <i>unique</i> active Provider count when the deal starts in 2024? If not, please provide the estimated Provider count.	See PL19_FY2022 MMIS Stats which includes data for 2021 and 2022. Data for 2023 is not available at this time.	
23	Procurement Library	2.4 PL19_FY2022_MMIS_Stats_1_04_2022 - Attachment 3-Pro Medicaid Mail	Under the table is the comment "Vendor is responsible for production and complete mail services for entries listed above".	Does that comment mean that the contractor will have to mail the 1099, REOMB, and RA letters as part of this contract?	No. See updated PL 19. See Amendment 2 item #1	A-2 #1
24	Schedule D	2.4_PM_Appendix_C_Pricing_Schedule	Extra Contractual Services	Column F is applying a formula for Extra Contractual Services starting as early as Year 1. Given that the Implementation Period is about 2 years, shouldn't the Agency be applying zero hours for Years 1 & 2? (until the system is in the M&O phase starting Year 3).	No. The Agency included extra contractual services estimates to cover any changes that may be identified in all contract years.	
25	Schedule E	2.4_PM_Appendix_C_Pricing_Schedule	Pass Through Costs Evaluated Price	The Agency has only allocated a maximum annual passthru cost of \$18K/yr. for evaluation purposes, but please confirm that all passthrough expenses will be borne by the Agency.	Compensation for all approved pass-through expenses shall be paid based on documented costs. The PM Services Contractor shall invoice for pass-through expenses monthly, subject to availability of funds. See section II.K.2.	
26		2.4_PL07_MMIS_Concept_Operations_v5.2.1_1-4-24.pdf Section 3.5	The Concept of Operations lists state licensure boards as external users of the Provider subsystem. (Alabama Chiropractor License Board, Alabama Dental License Board, Alabama Physician's License Board, Alabama Nurse License Board, Alabama Occupational Therapists License Board, Alabama Optometrists License Board, Alabama Physical Therapists License Board, Alabama Podiatrists License Board, Alabama Psychiatrists License Board, Alabama Speech Therapists License Board)	Please clarify what activities state licensure boards and approved board users will perform through the Provider subsystem. For example, will the Provider Management System only be used to load licensure roster data or are there other functions that will be performed by board users?	See Section II.H.2	
27	35	SOW, II.D.2	Unless otherwise noted, a threshold of 100% to SLAs and Key Performance Indicators (KPIs) is expected.	Please clarify the statement "unless otherwise noted a threshold of 100% to SLAs and KPIs is expected." For example, if a SLA has a number such as ASA 60 seconds, does this statement mean that 100% of the calls must be answered within 60 seconds, if not the 3% penalty to invoice applies?	No. The example would be the average speed to answer must be within 60 seconds.	
28	44	SOW, II.E.3	The PM Services Contractor will prepare and conduct planned full mock exercises of the COOP, annually (as defined by the PM Services Contractor program manager) at a minimum, in coordination with DRP testing activities.	Please confirm that table top exercises are acceptable as "mock exercises"?	See Section II.E.3 No table top exercises will not be allowed.	
29	N/A	General		For 2023 how many new enrollments were performed on average per month?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
30	N/A	General		For 2023 how many provider updates were performed on average per month?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
31	2.4_Appendix_E_RF_AMMP_PM_RRM_1-4-24	II.E.1 (Req ID 4797)	The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract.	How many users does the Agency currently support today?	See Amendment 2 Item # 3	A-2 #3
32	2.4_Appendix_E_RF_AMMP_PM_RRM_1-4-24	II.E.1 (Req ID 6025)	The Contractor shall provide a solution that utilizes the Agency's single sign-on to provide role-based access across all environments and components within the PM Services module.	Who manages user single-sign-on activities for the Agency?	See RFP Section II.E.1. The SIS Identity Management solution manages user identity and access control using Microsoft Entra ID.	

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33	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.E.1 (Req ID 5757)	The Contractor shall provide a solution that is able to capture and record all decisions and associated dates as required by the Agency.	Please define "decisions".	Decisions refers to approval and denial decisions. See Amendment 2 Item #6	A-2 #6
34	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.G.3 (Req ID 5912)	The Contractor shall provide a solution that will receive provider contract information from the Agency electronically and shall store and manage this information in the Contractor's system. This shall include, but is not limited to, the following information for each contract: 1. Contract Name 2. Contract Description 3. Contract Number 4. Contract Start Date 5. Contract End Date 6. Provider Type 7. Speciality	Please provide an example of a "Contract Name" and "Contract Description".	Sample data will be provided at contract start-up.	
35	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.H.2 (Req ID 6505)	The Contractor shall provide a solution that captures the reason(s) for a denied application.	Will this information be available in the Provider Directory?	No. See Section II.H.3	
36	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.D.1 (Req ID 5694)	The Contractor shall provide a solution that remains compliant with all Agency, State, and Federal policies, regulations, and standards. All necessary changes to the solution to remain compliant must be in place ninety (90) calendar days prior to the effective date of the policy, regulation, or standard.	Are exceptions permitted for the implementation within 90 days prior to the effective date of the policy, regulation, or standard, particularly in cases of emergency orders or time constraints?	See Amendment 2 Item #7	A-2 #7
37	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.D.1 (Req IDs 6358, 6022)	The Contractor shall maintain a complete and separate Training environment. This environment shall be available during Agency business hours for training in the solution including, but not limited to, system functionality, enhancements, and bug fixes.  The Contractor shall maintain a complete and separate UAT environment. This environment shall be available 24/7/365 for user acceptance testing of the solution including, but not limited to, system functionality, enhancements, and bug fixes.	Can bidders propose alternative solutions that align with the objectives of the Agencies' environments?	No. See Amendment 2 Item #8	A-2 #8
38	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.E.1 (Req IDs 4517, 6509)	The Contractor shall ensure their solution allows for a maximum Recovery Time Objective (RTO) of six (6) hours for the module's solutions and services.  The Contractor shall ensure their solution allows for a maximum Recovery Point Objective (RPO) of one (1) hour for the module's solutions and services.	Can bidders suggest alternative Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) that adhere to industry best practices?	No. Please reference requirements 4517 and 6509.	

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39	STAARS pg. 7 and RFP pgs. 223 and 225.	STAARS, pg 7, item 31. and RFP, Paragraph E on page 223, Paragraph 2c on page 225	<p><b>2.7. Exceptions to Terms and Conditions</b></p> <p>Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions. However, the State is not obligated to accept any changes to the published terms and conditions of the solicitation.</p> <p>E. Acceptance of Standard Terms and Conditions Vendors must submit a statement of attestation, as part of the Transmittal Letter, that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.</p> <p>2) A statement that the Vendor has an understanding of and will comply with the terms and conditions as set out in this RFP. Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive.</p>	There seems to be conflicting statements regarding taking exceptions to the Terms and Conditions set forth in the RFP. Would the State please confirm the Vendor's ability to propose qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions without risk of disqualification?	See Amendment 2 Item #8	A-2 #8
40	N/A	N/A	General	Please confirm whether the State is willing to negotiate RFP terms and conditions following notice of intent to award the contract?	No. See section VI.E. Exceptions to the terms and conditions laid out in this RFP are not permitted.	
41	N/A	N/A	General	Please confirm whether the State deems a vendor's proposal (as a whole, not simply pricing) to be a binding offer?	Yes. See RFP Section VI.I: Submission Requirements - Offer in Effect for 90 Days	
42	N/A	N/A	General	If the State deems vendor's proposal to be a binding offer, will the State consider amending the RFP to provide that a vendor's proposal will not be binding until the parties have had an opportunity to negotiate mutually agreeable terms and conditions?	No. See section VI.E. Exceptions to the terms and conditions laid out in this RFP are not permitted.	

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43	RFP pgs. 242-243	Paragraph OO (Limitation of Liability)	<p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include</p> <p>but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare &amp; Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not</p> <p>exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of</p>	If exceptions are not allowed, is the State willing to amend Paragraph OO of the RFP to clarify that the limitation of liability covers third party claims against the State arising in connection with the contract?	No. The Agency will not add further interpretations to this Sub-Section.	

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44	RFP pgs. 242-243	Paragraph OO (Limitation of Liability)	<p>Except as provided in the below paragraphs, in no event shall the aggregate liability arising out of, or related to, this Agreement, whether in contract, tort, or any other theory of liability, exceed the total value of the contract, regardless of amount paid or received under the contract at time the liability from which the cause of action arose. The foregoing shall apply regardless of the negligence or other fault of the Contractor and regardless of whether such liability arises from contract, negligence, tort, strict liability, or any other theory of legal liability, unless specifically mentioned herein.</p> <p>This Limitation of Liability is only applicable to the damages between the Alabama Medicaid Agency and the Contractor. It shall not apply to claims under other Contractor responsibilities, even when those responsibilities exist because of, or directly relate to, the relationship created by this contract. These include</p> <p>but are not limited to any fees, damages, penalties, etc. which may arise due to rules and regulation of the Internal Revenue Service (IRS), Social Security Administration (SSA), Department of Health and Human Services (HHS), Center for Medicare &amp; Medicaid Services (CMS) as a Business Associate for a Covered Entity, or other similar Federal or State agencies, or regulation. Likewise, this limitation of liability does not</p> <p>exist if the Contractor's actions cause damage to a third-party possessing standing to bring a cause of</p>	<p>Is the State willing to amend the limitation of liability provision contained in Paragraph OO on page 242-243 of the RFP to limit the Contractor's liability under the contract to 3x annual recurring revenue?</p>	<p>No. The Agency will not add further interpretations to this Sub-Section.</p>	
45	N/A	N/A	General/IP Terms	<p>Following issuance of notice of award of the contract, will the State agree to revise the intellectual property terms to conform them to the specific solution the Vendor is offering?</p>	<p>No. Please see RFP Section VIII.NN.1. - COTS / Contractor Intellectual Property (IP).</p>	

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46	RFP pgs. 229-230	Paragraph R (Disclosure of Proposal Contents)	supporting documents are kept confidential until the evaluation process is complete, a Vendor has been selected, and the contract has been signed by all required parties. Vendors should be aware that any information in a response may be subject to disclosure and/or reproduction under Alabama law. Designation as proprietary or confidential may not protect any materials included within the response from disclosure if required by law. Vendors should redact, mark, or otherwise designate any material that they believe is proprietary or otherwise confidential by labeling the page as "CONFIDENTIAL." The Vendor must also state any legal authority as to why that material should not be subject to public disclosure under Alabama open records law and is marked as Proprietary Information. By way of illustration but not limitation, "Proprietary Information" may include trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know how, improvements, discoveries, developments, designs, and techniques. Information contained in the Pricing Section may not be marked confidential. It is the sole responsibility of the Vendor to indicate information that is to remain confidential. Medicaid assumes no liability for the	Please confirm that information labeled as confidential in vendor's proposal will be treated as confidential prior to and after contract award in accordance with, and subject to, the laws of Alabama.	Yes. Refer to RFP Section VI: Submission Requirements - Disclosure of Proposal Contents	
47	RFP pg. 226	Paragraph 14	14. A statement attesting that all Contractor and subcontractor employees must work in the continental United States.	Will the State agree to amend this paragraph, as follows, to clarify that the attestation relates only the Contractor and subcontractor employees providing work under the contract/Key employees:  14. A statement attesting that all Contractor and subcontractor employees <b>who provide work under the contract</b> must work in the continental United States.	No. See requirements #4667 and #4657 for clarification.	
48	RFP pg. 235	Paragraph L	L. Proration of Funds In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.	Please clarify what is meant by the following language:  L. Proration of Funds In the event of proration of the funds from which payment under this contract is to be made, this contract will be subject to termination.	With the declaration of proration, state agencies financed by the General Fund are required to reduce expenses through the current fiscal year. As a result, a contract is subject to reduction of payment and/or termination,	

AMMP PM Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
49	N/A	N/A		Will the State agree to amend the RFP to clarify that any changes in law will be treated as a change in scope and handled through the change management process?	No. The agency may expand its mission to secure agency programs and assets and, by extension, require modification to its information security requirements and practices. Changes to internal requirements are checked against external federal requirements. Periodic assessments and reports on activities will be used to identify areas of noncompliance for the authorizing official to consider when making budgeting decisions as well as decisions on granting, or denying the system to remain in operations.  In addition regulations are in scope and the state law changes which happen all the time are OUT of scope.	
			General			
50	N/A	N/A		Will the State agree to amend the RFP to include a reasonable monthly cap on liquidated damages?	No. The Agency will not add further interpretations to this Sub-Section.	
			General			
51	RFP pg. 235	General and Paragraph M. (Termination for Convenience)	M. Termination for Convenience	Will the State agree to amend the RFP to include a provision that permits the Contractor to recover its upfront DDI and other sunk costs in the event the State elects not to extend the term of the contract, or terminate the Contract for convenience?	No. See RFP Section VIII. General Terms and Conditions, Item C - Term of Contract.	
52	RFP pg. 242	Paragraph 2 (Solution Transferability)	2. Solution Transferability The Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency. If and to the extent that Contractor may, under applicable law, be entitled to claim any ownership interest in the Work Product, Contractor hereby irrevocably transfers, grants, conveys, assigns, and relinquishes exclusively to the State any and all rights, title, and interest it now has or may hereafter acquire in and to the Work Product under patent, copyright, trade secret, and trademark law in perpetuity or for the longest period otherwise permitted by law. If any moral rights are created, Contractor waives such rights in the Work Product. Contractor further agrees as to the Work Product to assist the State in every reasonable way to obtain and, from time to time, enforce patents, copyrights, trade secrets, and other rights and protection relating to the Work Product, and to that end, Contractor and its employees shall execute all documents for use in applying for and obtaining such patents, copyrights, and other rights and protection, and in protecting trade secrets, with respect to such Work Product, as the State may reasonably request, together with any assignments thereof to the State or entities designated by the State.	Will the State agree to amend the RFP to: (i) clarify the requirement to transfer licenses hereunder is limited to "Work Product" owned by the State and not to work product or other rights owned by the Contractor or other third parties, and (ii) provide a license back of the Work Product to Contractor/subcontractor, as applicable, so the Contractor/subcontractor, as applicable, may provide it to other State and local governments as contemplated by federal regulations?	No. The Agency will not add further interpretations to this Sub-Section.	
53	RFP pg. 219	V. Corporate Background	Details of any pertinent judgment, criminal conviction, investigation, or litigation pending against the Vendor or any of its officers, directors, employees, agents or subcontractors of which the Vendor has knowledge, or a statement that there are none. The Agency reserves the right to reject a proposal solely on the basis of this information.	This disclosure appears to be open-ended. From a relevance and practical perspective, will the State amend the RFP to include a reasonable lookback period (e.g. 3 years) for this disclosure?	No. The Agency will not add further interpretations to this Sub-Section.	

AMMP PM Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
54	RFP pg. 289	Appendix F	Appendix F – RFP Documentation Procurement Library Contents Alabama Medicaid Procurement website  [see list]	Please confirm that the documents listed in Appendix F are included for general reference purposes in connection with the preparation of the bidder’s proposal and will not become part of the contract between the parties.	The Agency established a Procurement Library that contains the necessary documents and artifacts needed for a Vendor to complete their proposal.	
55	RFP pg. 228	Tab 8 – Corporate Background, Experience and Personnel	The bidder must identify any Corrective Action Plan.	Please confirm that the request for “Corrective Action Plan, penalties, or discounts incurred due to poor performance on a contract within the last three (3) years” is limited to contracts used as references in the bidder’s proposal or other contracts for the same services	No. See section V.B.1.	
56	RFP pg. 292	Appendix H: Key Personnel Resume Sheet	By submitting this data sheet to Alabama Medicaid Agency, the Candidate and Vendor certify that both parties understand the entire scope of requirements for this position as defined in the RFP and the Candidate agrees to be submitted for consideration exclusively by this Vendor. Any candidate that is submitted by more than one Vendor for a line item will be considered disqualified.  Candidate Data Sheets must be signed below by the Vendor.	The Sample Key Personnel Resume Sheet contains a certification at the end for both the Candidate and the Vendor, but there is no signature line for the Candidate. If the State is seeking specific certifications from the Candidate, we request that it amend the form to include a signature line for the Candidate.	Only signature from the Vendor is required.	
57	2.4_Appendix E R F_AMMP_PM_RR_M_1-4-24	II.I.1 (Req ID 5992)	The Contractor shall securely mail enrollment fees that are received to the Agency at the approved address.	What is the monthly volume of mailed enrollment fees?	50 per month	
58	2.4_Appendix E R F_AMMP_PM_RR_M_1-4-24	II.I.3 (Req ID 5549)	The Contractor shall verify through on-site visits that all moderate and high-risk provider applicants have fully functional locations. The on-site visit verification is also required for address changes, tax identification number changes and providers that cannot be verified in the Provider Enrollment, Chain and Ownership System (PECOS).	How many on-site visits are performed per month on average?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
59	2.4_Appendix E R F_AMMP_PM_RR_M_1-4-24	N/A	Provider Enrollment Call Center Statistics	Please provide the entire monthly call volume of Provider Enrollment Call Center for 2023.	See PL19_FY2022 MMIS Stats which includes data for 2021 and 2022. Data for 2023 is not available at this time.	
60	2.4_Appendix E R F_AMMP_PM_RR_M_1-4-24	N/A	Provider Enrollment Call Center Statistics	What the current handle time of the Provider Enrollment Call Center?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
61	2.4_Appendix E R F_AMMP_PM_RR_M_1-4-24	II.K.2 (Req ID 5436)	Provider Enrollment Call Center Statistics	What is the estimated volume of Providers who will use the Live Chat function per day?	This functionality was implemented in 2023 and data is not available at this time.	
62	N/A	N/A	Provider Enrollment Call Center Statistics	Does the Agency currently use automated IVR options to respond to Provider Enrollment inquiries?	Yes, the Agency currently uses automated IVR options to respond to Provider Enrollment inquiries.	

AMMP PM Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
63	N/A	N/A	Provider Enrollment Call Center Statistics	If the Agency uses automated IVR options to respond to Provider Enrollment inquiries, what is the current monthly volume and average number of minutes?	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	
64	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req ID 5928)	The Contractor shall maintain a PO Box and retrieve mail each business day.	What is the average daily volume of inbound mail for Provider Management?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
65	N/A	N/A	The Contractor shall maintain a PO Box and retrieve mail each business day.	What is the average monthly volume of paper Provider applications?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
66	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req ID 5928)	The Contractor shall maintain a PO Box and retrieve mail each business day.	Under the new services obtained by this RFP, will the Agency accept paper Provider Applications?	The Agency no longer accepts paper Provider applications, except waiver programs.	
67	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req IDs 5952)	The Contractor shall provide rebilling to the Agency, as a pass-through cost, for all postage expenses, including but not limited to, postal preparation fees for bulk and mass mailings, as approved by the Agency.	What is the average monthly volume of outbound mail for Provider Management?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
68	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req IDs 5927)	The Contractor shall coordinate the distribution of provider correspondence through an Agency approved mail service or other communication mediums as requested and approved by the Agency.	Please clarify if the Contractor is expected to use an Agency vendor to submit Provider Management correspondence files for printing or if the Contractor must obtain their own contract with an Agency approved print service vendor.	The Contractor must obtain their own contract with an Agency approved vendor.	
69	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req IDs 5927)	The Contractor shall coordinate the distribution of provider correspondence through an Agency approved mail service or other communication mediums as requested and approved by the Agency.	If the Contractor is responsible for printing, what type of correspondence is mailed for Provider Management? For example: brochures, color printing, return envelopes, other?	See Section II.K.2.	
70	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req IDs 5927)	The Contractor shall coordinate the distribution of provider correspondence through an Agency approved mail service or other communication mediums as requested and approved by the Agency.	If the Contractor is responsible for printing, what is the volume of outbound printing for Provider Management?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
71	2.4_Appendix E_R F_AMMP_PM_RR_M_1-4-24	II.K.3 (Req IDs 5927)	The Contractor shall coordinate the distribution of provider correspondence through an Agency approved mail service or other communication mediums as requested and approved by the Agency.	Who currently provides print and mail services for Provider Management for the Agency?	The current Fiscal Agent provides print and mail services through a Agency approved Vendor.	
72	232	VII. Evaluation and Selection	Table VII-1: PM RFP Evaluation Scoring Breakdown Evaluation Factor Highest Possible Score Pricing Schedule 25	Please clarify how the 25 cost points will be awarded based on price. For example, will the points be awarded based on: ( Lowest Evaluated Price / Bidder Evaluated Price) x 25?	No. The Agency will not add further interpretations to this Sub-Section.	
73	224	K. State's Rights Reserved	Adopt to its use all, or any part, of a Vendor's proposal and to use any idea or all ideas presented in a proposal	Please confirm that Bidders should price as if the entire RFP scope will be awarded, and if any scope is removed, a good faith negotiation will follow to adjust pricing.	See Appendix C- Pricing.	A-2 #25

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
74	13	1. Overview of Alabama's Roadmap to AMMP	It is imperative the SIS, Enterprise Data Services (EDS), and PM Services systems are implemented by the end of Q1 2027 to allow for a seamless Takeover of the Claims Processing and Management Services (CPMS) from Q2 2027 through Q1 of 2028.	Please confirm that pricing will be evaluated based on 24 months of DDI and 72 months of Operations. For example, if a Bidder plans on an Implementation less than 24 months, the Operations pricing would still be evaluated / scored with 72 months of Operations	Yes. Only single firm fixed price is evaluated	
75	2.4_Appendix_E_RF_AMMP_PM_RRM_1-4-24	II.L.3.b (Req IDs 6017 and 6488)	<p>The Contractor shall provide one designated Instructional Designer. The Instructional Designer must have at least three years of experience creating corporate trainings (both instructor-led and learner-led). This individual will be utilized for knowledge material development updates and audits for the term of the Contract.</p> <p>The Contractor shall provide an instructor that is a SME fully qualified on the Agency platform and related reporting tools. The instructor must have at least three years of experience conducting corporate trainings for 20+ individuals in a live setting (both in-person and virtual). This individual will be utilized for staff development, training the trainer for the term of the contract. In addition, this individual will participate in the Agency's staff development activities and any operations and maintenance efforts.</p>	Are these two separate positions throughout the life of the contract?	Two separate positions.	
76	2.4_Appendix_E_RF_AMMP_PM_RRM_1-4-24	II.L.2.d (Req ID 6516)	The Contractor shall provide Operational Readiness Review Evidence, Documentation, and Support to the Agency for review and approval six (6) months prior to the start Implementation Phase.	As the vendor's/Agency's certification evidence is due to the State Medicaid Agency, and CMS (to support the first of two CMS reviews – the Operational Readiness Review [ORR]) two weeks prior to the ORR, will the Agency agree to amend requirement to read "The Contractor shall provide Operational Readiness Review Evidence, Documentation, and Support to the Agency for review and approval six (6) weeks prior to the start Implementation Phase."	See Amendment 2 Item#9	A-2 #9
77	N/A	N/A	General	Has the Agency or will the Agency have completed the post-Covid pause on Provider revalidations prior to Implementation?	The Agency does not have a post COVID pause on provider revalidations.	

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
78	RFP-226 PL18-1	VI.N.1.e PL18 Tab 7	<p>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure</p> <p>-----</p> <p>e. Tab 6 – Scope of Work and Narrative Response Vendor Instructions – Provide the following as part of Tab 6: This Tab must include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP...</p> <p>-----</p> <p>PL18 Response Narrative Questions Template Tab 6: Scope of Work / Narrative Questions Responses Vendor Instructions: The Narrative Response to the entire Section II – Scope of Work must be laid out, organized, and flowed in accordance with the order/manner and sequencing as it is presented and laid out, within this RFP.</p> <p>-----</p> <p>Sub-section Requirements As a part of the response to this RFP, the Vendor must describe how they plan to fulfill the requirements in Table II-XX: Sub-section – SOW Requirements and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions.</p>	<p>TAB 6 NARRATIVE RESPONSES</p> <p>The RFP Section VI.N.1.e Proposal Structure instructions requires Vendor to "...include narrative responses to all sub-sections within RFP Section II – Scope of Work and all section-specific narrative questions..." which includes numerous sub-sections of informational content only, without any PM Services solution requirements.</p> <ul style="list-style-type: none"> <li>For instance, RFP Section II.B: Alabama MES Modernization Program has 28 sub-sections on project background information before the section-specific Narrative Questions.</li> </ul> <p>-----</p> <p>PL18: Response Narrative Questions Template states "The Narrative Response to the entire Section II – Scope of Work must be laid out, organized, and flowed in accordance with the order/manner and sequencing as it is presented and laid out, within this RFP."</p> <p>-----</p> <p>The SOW sub-section requirements with the requirements and deliverables requirements tables instruct Vendors to "...describe how they plan to fulfill the requirements in Table II-XX: Sub-section – SOW Requirements and all related requirements located in Appendix E – Requirements Response Matrix, as well as respond to relevant Proposal Narrative Questions."</p> <p>-----</p> <p>Please confirm Vendors' Tab 6 – SOW section should limit their responses to the sub-section requirements and deliverables requirements (Master ID tables), Appendix E requirements, and sub-section Narrative Questions.</p> <p>We hope you can respond and release this one Question and Answer sooner than February 26, 2024, as the State's answer significantly impact Vendors' writing strategies to reply to both PM Services requirements and the informational sub-sections within the 150-page limit.</p>	<p>See PL18 tab 6 and tab 7 for instructions. Tab 7 contains Appendix E requirements. See Amendment 2 #2</p>	A-2 #2
79	RFP-226 PL18-1	VI.N.1.e PL18 Tab 7	<p>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure</p> <p>e. Tab 6 – Scope of Work and Narrative Response</p>	<p>Follow-up to Comment #1</p> <p>If Vendors are required to respond to each sub-section in the 206-page SOW, Master ID tables, and Narrative Questions, can Vendors respond with "No requirements to address for brevity?"</p> <p>-----</p> <p>This response would be used for sub-sections that are project, process, and other module informational and do not contain PM Services solution requirement language.</p> <ul style="list-style-type: none"> <li>For instance, RFP Section II.B.2.a on page 14 gives as-is information on the AMMIS and directs Vendors to review the MMIS Concept of Operations in the Procurement Library.</li> </ul>	<p>See Section VI.N. Proposal format</p>	
80	224-225	VI.N.1.a	<p>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure</p> <p>a. Tab 1 – RFP Cover Sheet</p> <p>a. Tab 2 – Proposal Compliance Checklist</p>	<p>DUPLICATE RFP NUMBERING</p> <p>Please confirm the second item "a" is a typo and Vendors should change to "b. Tab 2 – Proposal Compliance Checklist" and continue with corrected subsequent lettering.</p>	<p>See Amendment 2 Item #10</p>	A-2 #10

AMMP PM Request for Proposal (RFP)

Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
81	219-221	V.4 V.B	V. Corporate Background and References 4. Vendors must furnish a minimum of three (3) references... In cases where a referenced project encompasses more than one of the required experiences, Vendors are permitted to reuse that reference on multiple Corporate Reference Worksheets.  ----- B. Experience Requirements 1. Provider Management Experience The Vendor shall be able to demonstrate that they have successfully implemented and operated a CMS certified, standalone, large/enterprise scale Provider Management module solution with components equivalent to the scope of work described in this RFP. The Agency will accept demonstrated, qualified experience from engagements where the Vendor was the prime contractor...	MULTIPLE CORPORATE REFERENCE WORKSHEETS The language "Vendors are permitted to reuse the reference on multiple Corporate Reference Worksheets" does not clearly define or explain why a Vendor would submit multiple worksheets.  ----- Are Vendors supposed to submit separate worksheets for each experience requirement in V.B, for each project, or should each worksheet contain no more than three (3) references?  ----- If none of these are correct, please provide more instruction or give an example of using more than one worksheet. Could you also provide an example of a scenario in which multiple Corporate Reference Worksheets would be created for a single referenced project?	One Corporate Reference Worksheet can be submitted to satisfy the requirements listed in V.B.1.	
82		II.L.1.c.4 Table II-45 Master ID 6423  II.L.1.c.5 Table II-45 Table II-53  Appendix E	II. Scope of Work, L. Enterprise and General Services, 1. Enterprise and General Services Management, c. General Staffing 4) Requirements – General Staffing  ----- Table II-45: General Staffing – General Staffing Requirements Master ID 6423: ...Key Implementation Personnel identified by the Agency... 1. Project Manager 2. Security Manager 3. Testing Manager 4. Configuration Manager	KEY PERSONNEL Scope of Work, General Staffing Requirements and Appendix E identifies the following Key Personnel: Project Manager, Security Manager, Testing Manager, Operations Manager, Configuration Manager, Call Center Manager, Data Steward, Data Manager. Also, the Key Personnel requirement states the term "Key Personnel" refers to senior manager, contract personnel. However, Table II-53 identifies Lead Personnel positions.  ----- Please confirm that Key Personnel does not include the Lead Personnel listed in Table II-53.	See Amendment 2 Item#20	A-2 #20
83	228, 141	VI.N.1.g.2.d  II.L.1.c.5 Tables II-46 thru 52	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure g. Tab 8 – Corporate Background, Experience and Personnel 2) Provide a description of the Vendor's organization, including: ... d) Names and resumes of Seniors Managers and Partners in regard to this contract.  ----- II. Scope of Work L. Enterprise and General Services 1. Enterprise and General Services Management  ----- c. General Staffing Tables II-46 through 52	SENIOR MANAGERS The RFP does not define which roles are considered Senior Manager.  ----- Please confirm AMA classifies the roles identified in Tables II-46 through 52 (Project Manager, Security Manager, Testing Manager, Operations Manager, Configuration Manager, Call Center Manager, Data Steward, Data Manager) as Senior Manager positions.	See section II.L.1.c.5 Key Personnel	
84	228	VI.N.1.g.2.d	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure g. Tab 8 – Corporate Background, Experience and Personnel 2) Provide a description of the Vendor's organization, including: ... d) Names and resumes of Seniors Managers and Partners in regard to this contract.	SENIOR MANAGERS AND PARTNERS The RFP does not define the terms "Senior Managers" and "Partner."  ----- Please explain the roles or other definition for both terms.	See section II.L.1.c.5 Key Personnel	

AMMP PM Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
85	227-228	VI.N.1.g.2.d VI.N.1.g.2.f VI.N.1.g.6	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure g. Tab 8 – Corporate Background, Experience and Personnel 2) Provide a description of the Vendor's organization, including: d) Names and resumes of Seniors Managers and Partners in regard to this contract. f) A detailed breakdown of proposed staffing for this project, including names, education background and resumes of all employees that will be assigned to this project ----- 6) Required Key Personnel Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.L.1.c.4 – Scope of Work, Enterprise and General Services Management– General Staffing, Key Personnel.	RESUMES Please confirm Vendors are not required to submit resumes of all employees that will be assigned to this project, only for the Key Personnel identified in Table II-45: General Staffing – General Staffing Requirements, Master ID 6423	See VI.N. Proposal format Tab 8.	
86	230	VI.T.3.f	VI. Submission Requirements, T. Copies Required f) One MS Word file of Tab 6 – Scope of Work and Narrative Response, that MUST have any information asserted as confidential or proprietary removed.	CONFIDENTIAL/PROPRIETARY CONTENT IN WORD Please confirm whether bidders should mark (bold, italics, highlight, font color, etc.) confidential/proprietary information so the content is still readable or black out rather or remove so the content is unreadable in the Word file?	Refer to RFP Section VI.R: Submission Requirements - Disclosure of Proposal Contents	
87	225	VI.N.1.b	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure b. Tab 3 – Master Proposal Table of Contents ...Page numbers must be labeled and sequential per tab (e.g., 4-1, 4-2)...	PAGINATION Would AMA please exclude pre-printed documents (e.g., financial statements, required materials) from the pagination requirements?	See Section VI.N.1	
88	224, 227, PL18 pg-2	VI.N.1, paragraph 2 VI.N.1.f PL18, Tab 7	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure Sentence 5 states: The Proposal must include the specifications with ten separate sections with named/labeled tabs presented f. Tab 7 – RRM and Deliverables Requested for Submittal) ----- PL18: Response Narrative Questions Template Tab 7: RRM, Deliverables, Experience, and Key Personnel	TAB 7 TITLE The RFP Proposal Structure sections lists Tab 7 – RRM and Deliverables Requested for Submittal as the Tab and response section title. However, PL18 lists RRM, Deliverables, Experience, and Key Personnel. ----- Which title should Vendors use for Tab 7?	See Amendment 2 Item #2	A-2 #2

AMMP PM Request for Proposal (RFP)						
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
89	2	PL18, Tab 7	<p>PL18: Response Narrative Questions Template Tab 7: RRM, Deliverables, Experience, and Key Personnel</p> <p>Vendor Instructions – The Vendor’s proposal response must define a clear scope and requirements specific to a deliverable, including the acceptance criteria for the final deliverables. The Vendor’s proposal response for all deliverables, requested for submittal, must include the following:</p> <ul style="list-style-type: none"> <li>• Objective/purpose</li> <li>• Required scope/definition of the deliverable</li> <li>• Roles and responsibilities</li> <li>• Timeframe expectations</li> <li>• Delivery dependencies</li> <li>• Quality Management requirement</li> <li>• Acceptance criteria</li> <li>• Formatting or other special</li> </ul> <p>-----</p> <p>Vendor Instructions – Provide the following items as part of Tab 7:</p> <ul style="list-style-type: none"> <li>• Completed, signed Appendix E – AMMP PM Services Requirements Response Matrix (RRM)</li> <li>• Draft PM Project Schedule (DEL-01).</li> <li>• Draft sample, or example of a Design and Technical Architecture Package (DTAP; DEL-02).</li> <li>• Comprehensive list of all proposed software components for the PM, including a description and its purpose.</li> <li>• Draft sample, example, or template for the Test Evaluation and Management Plan (TEMP; DEL-05).</li> </ul>	<p>RESPONSE ORDER FOR TAB 7</p> <p>Please confirm Vendors may respond to the requirements listed in PL18 beginning with the narrative responses followed by the required Appendix E, Draft PM Project Schedule, and Draft DTAP. For instance:</p> <ul style="list-style-type: none"> <li>• Deliverables Management narrative</li> <li>• Proposed Software narrative</li> <li>• Vendor Procurement Participation Restrictions narrative</li> <li>• Provider Management Experience Requirements narrative</li> <li>• Required Key Personnel Resumes</li> <li>• Appendix E</li> <li>• Draft PM Project Schedule</li> <li>• Draft DTAP</li> </ul>	See Section VI.N Proposal format.	
90	2	PL18, Tab 7	<p>PL18: Response Narrative Questions Template Tab 7: RRM, Deliverables, Experience, and Key Personnel</p> <ul style="list-style-type: none"> <li>• Required Key Personnel: Provide résumés for all resources that are proposed to hold a Key Personnel position as denoted in RFP Section II.J.14. General Staffing</li> </ul>	<p>MISSING RFP SECTION</p> <p>The RFP does not have Section II.J.14. The numbering stops at II.J.7</p>	Correct in PL18- RFP Section II.L.1.c.5	
91	39	II.E.2	II. Scope of Work, E. Security, 2. Security and Compliance	<p>RFP NUMBERING</p> <p>Please confirm the first item "b" is a typo and Vendors should change to "a. System Security Plan" and continue with corrected subsequent lettering.</p>	Correct RFP numbering in Amendment 2 Item #11	A-2 #11
92	79	II.H.9.a	II. Scope of Work, H. Tools and Capabilities, 9. SLAs and KPIs – Tools and Capabilities, a. Key Performance Indicator – Validation of Provider Directory Information by Providers	<p>RFP NUMBERING</p> <p>Please confirm the second item "1" is a typo and Vendors should change to "(2) Measurement Description" and continue with corrected subsequent lettering.</p>	See Amendment 2 Item #12	A-2 #12

AMMP PM Request for Proposal (RFP)							
Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)	
93	227 PL18 pg- 3	VI.N.1.e.17 PL18, Tab 10	<p>VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure e. Transmittal Letter The proposal response for this tab does not have a page count requirement or limitation and must ONLY contain the Transmittal Letter and all applicable enclosures as specified below. The Transmittal Letter is a cover letter addressed to the Project Director that includes the following: 17) Vendors must include all necessary business licenses, registrations, and professional certifications to be able to do business in Alabama</p> <p>-----</p> <p>PL18 Response Narrative Questions Template, PM RFP Tab 6 – Tab 10 Response Example Structure Tab 10: References Vendor Instructions: Provide the following items as part of Tab 10: • All necessary Vendor and subcontractor business licenses, registrations and professional certifications required to be able to do business in Alabama • Copy of the, most current, Alabama Vendor “Application for Registration” issued by the Secretary of State at the time of responding to this RFP.</p>	<p>LICENSES, REGISTRATIONS, AND CERTIFICATIONS Please confirm whether Vendors should include copies of their business licenses, Alabama Registration, and professional certifications in the Tab 4 – Transmittal Letter section or in Tab 10 – References.</p>	See Amendment 2 Item #2	A-2 #2	
94	39	II.E.2	<p>II. Scope of Work, E. Security and Compliance Adherence to the Medicaid Enterprise Security Policy is maintained in the Medicaid Governance, Risk, and Compliance (GRC) management platform. The GRC management platform will be made available to the PM Services Contractor through VPN access upon contract start.</p>	<p>SECURITY AND COMPLIANCE The GRC management platform will be made available to the PM Services Contractor through VPN access upon contract start.</p> <p>-----</p> <p>Will this be a VPN client or tunnel?</p>	VPN Client, using Alabama Medicaid credentials provided to the System’s ISSM, ISSO, and/or other Information Security personnel as necessary.		
95		Appendix G	Appendix G – Corporate Reference Worksheet Contract Size	<p>CORPORATE REFERENCE CONTRACT SIZE Please confirm Contract Size means contract value.</p>	Correct. See Section V.Corporate Background and References		
96		Appendix G	Appendix G – Corporate Reference Worksheet Primary on Contract	<p>CORPORATE REFERENCE PRIMARY ON CONTRACT Please confirm Primary on Contract means identifying the Prime Contractor.</p>	Correct. See Section V.Corporate Background and References		
97	12, 180	II.A Table II-1, Line 6  II.L.2.c.1	<p>II. Scope of Work, A. Business Goals Table II-1: PM Services Solution Business Objectives Ensure the proposed solution meets or exceeds the CMS Certification and Federal Requirements, including the CMS Conditions for Enhanced Funding (see Section II.L.2.c.1 regarding expected Certification outcomes for Provider Management).</p> <p>-----</p> <p>II. Scope of Work, L. Enterprise and General Services, 2. Enterprise and General Services DDI OPS and Maintenance c. Operations 1) Environmental Monitoring Plan</p>	<p>RFP NUMBERING Table II-1, Line 6 states, "(see Section II.L.2.c.1 regarding expected Certification outcomes for Provider Management)." However, II.L.2.c.1 language regards Environmental Monitoring Plan.</p> <p>-----</p> <p>Please confirm the correct RFP section is II.L.2.d.1 beginning on page 185.</p>	See Amendment 2 Item #13		

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98	21	II.B.3.c.5	II. Scope of Work, B. Alabama MES Modernization Program, 3. Roles and Responsibilities, C. AMMP Entities, 5) Medicaid Enterprise Systems (MES) Division • Testing Center of Excellence (TCOE): Through the oversight of the EQP	RFP NUMBERING Following sub-section c) AMMP Enterprise Quality Program (EQP), the Testing Center of Excellence (TCOE) is bulleted. ----- Please confirm the bullet is a typo and Vendors should change to "d) Testing Center of Excellence (TCOE)"	See Amendment 2 Item #14	A-2 #14
99	51, 255,- 256, 300	II.E.4.c.1  Appendix B, Attachment B, 3.4 and 5  Appendix I.2.c	II. Scope of Work, E. Security, 4. SLAs and KPIs - Security c. Key Performance Indicator - Breach 1) Privacy and Security Breach Notification. The PM Services Contractor must notify the Agency immediately, but in no case more than twenty-four (24) clock hours, upon becoming aware of any actual or reasonably suspected unauthorized access to or disclosure of Agency data or security incident affecting any State component or supporting infrastructure. The PM Services Contractor must support investigation, take prompt corrective action and remediation steps, and provide notification as required per the Business Associate Agreement (BAA). The PM Services Contractor must provide a written report to the Agency within thirty (30) calendar days of discovery of the breach.  ----- Appendix B – Contract Between The Alabama Medicaid Agency and Contractor's Name Attachment B: BUSINESS ASSOCIATE AGREEMENT 3. OBLIGATIONS OF BUSINESS ASSOCIATE 3.4 Report to Covered Entity within five (5) business days any use or disclosure of PHI not provided for by this Agreement of which it becomes aware. 5. REPORTING IMPROPER USE OR DISCLOSURE The Business Associate shall report to the Covered Entity within five (5) business days from the date	PRIVACY AND SECURITY BREACH NOTIFICATION II.E.4.c.1 and Appendix I state, " The PM Services Contractor must notify the Agency immediately, but in no case more than twenty-four (24) clock hours, upon becoming aware of..." However, Attachment B of the Contract states in Section 3.4 and Section 5 the Business Associate shall report to the Covered Entity "within five (5) business days." ----- Please clarify which reporting requirements the Vendor must address in their response and which are contractually binding.	See Amendment 2 Item #33	A-2 #33
100	60	II.G.2	II. Scope of Work, G. Data Integration and Management Services, 2. Data Integration The PM Services Contractor shall follow the AMMP Partner Integration Guide developed by the SIS Contractor that instructs MES module contractors on the processes and procedures for integrating with the SIP, MES modules, components, and interfaces to meet the business needs of the Agency.	AMMP PARTNER INTEGRATION GUIDE Please provide the AMMP Partner Integration Guide.	All templates, plans, guides and tools will be provided at contract start-up.	
101	60	II.G.2	II. Scope of Work, G. Data Integration and Management Services 2. Data Integration The PM Services solution may have the need to utilize industry-standard proprietary health and drug data. The contractor will include such licensing as part of the solution.	PROPRIETARY HEALTH OR DRUG DATA PM modules do not typically require health or drug data to enroll providers into Medicaid. ----- Please provide an example of propriety health or drug data that would be used in a PM module.	As stated in the RFP, in addressing the future capability and need to utilize health data, regardless if its proprietary or non-proprietary nature, the Contractor is required to remove any licensing impediment that would prevent the Agency from utilizing any health data that is necessary for business operations and analysis.	

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102	PL18 pg. 3, 150	PL18, Tab 8, Bullet 12 II.L.2.c.5, Table II-62	PL18: Response Narrative Questions Template Bullet 12: General Staffing: Provide a narrative response that describes and explains how the Vendor, and/or any proposed sub-contractors, plan to fulfill the requirements in Table II-52: General Staffing Requirements...  ----- II. Scope of Work, L. Enterprise and General Services, 2. Enterprise and General Services Management, c. General Staffing, 5) Key Personnel Table II-52: Key Personnel – Data Manager	RFP NUMBERING Table II-52 are the key personnel requirements for the Data Manager role.  ----- Please confirm Bullet 12 instructions in PL18, Tab 8 should reference Table II-45: General Staffing – General Staffing Requirements on page 139.	See Amendment 2 Item #2	A-2 #2	
103	62	II.G.3	II. Scope of Work, 3. Provider Management Database The PM Services solution shall provide a provider management database that includes ... the critical data elements identified by the Agency in the publication Provider Management Critical Data Elements (see PL33_Provider Management Master Data Elements Reference Guide).	PROCUREMENT LIBRARY DOCUMENT NUMBERING AMA's Procurement Library does not include a PL33 file. The Provider Management Master Data Elements Reference Guide file from the Procurement Library is titled PL30_Provider Management Master Data Elements Reference Guide.  ----- Please confirm PL30: Provider Management Master Data Elements Reference Guide is the correct file to reference.	See Amendment 2 Item #15	A-2 #15	
104	85	II.I.3, paragraph 3	II. Scope of Work, I. Provider Enrollment 3. Perform Provider Site Visit The PM Services Contractor shall be responsible for conducting all site visits...for the Agency in accordance with standards and timelines agreed upon in SLAs (see RFP Section II.F.4. SLAs and KPIs – Performance)...	PROVIDER SITE VISIT SLAs AND KPIs The SLAs and KPIs in RFP Section II.F.4 reference only system maintenance, system response times, downtime notifications, and back restoration.  ----- Should Vendors use the SLAs and KPIs listed in RFP Section II.I.6.a: Service Level Agreement – Process Provider Application?	See Amendment 2 Item #16	A-2 #16	
105	90	II.I.6.b	II. Scope of Work, I. Provider Enrollment, 6. SLAs and KPIs – Provider Enrollment b. Service Level Agreement – Notification of Exclusions to CPMS via the SIP Notification of CPMS. The PM Services Contractor shall monitor State licensure, certification, and exclusion data every business day. The PM Services Contractor shall notify CPMS via the SIP daily of the findings, even if there are no exclusions found. 1) Measurement Item. Notification to CPMS via the SIP 5) Measurement Description. Sanction Information Current 2) Measurement Logic. The measurement logic is Time <= one (1) business day 3) Measurement Period. Daily	RFP NUMBERING Please confirm Item 5) is a typo and Vendors should change to "2) Measurement Description. Sanction Information Current" and continue with corrected subsequent lettering.	See Amendment 2 Item #17	A-2 #17	
106	297	Appendix I.1, paragraph 3	Appendix 1 – Service Level Agreements and Key Performance Indicators 1. SLAs and KPIs: RFP Section II.D. Technical Architecture and Environments Discount Calculations: If for any one month, any one or more of the SLAs measurements do not meet the SLA standards, the Contractor shall discount by 3% (three percent) against the amount invoiced for monthly PM Operations Fee the same month in which the SLA standards were not met.	DISCOUNT CALCULATIONS Pertaining to the 3% discount against the amount invoiced for monthly fees in the same month of the SLA standard, would the state please consider allowing the successful vendor a grace period after contract start up?	See Amendment 2 item #28	A-2 #28	

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107	78	II.H.8, paragraph 2	II. Scope of Work, H. Tools and Capabilities 8. Interactive Voice Response/Live Chat/Chatbot The PM Services Contractor shall provide a live chat functionality for use by the Provider Management Call Center during Provider Management Call Center business hours.	EXISTING CHAT CAPABILITIES If the current system has chat capabilities, what is the monthly volume?	This functionality was implemented in 2023 and data is not available at this time.	
108	87	II.I.4	II. Scope of Work, I. Provider Enrollment 4. Enrollment of Providers for Other State Agencies In addition to providers enrolling via the Provider Portal, the PM Contractor shall support special enrollment of providers for other State Agencies...	NOTIFICATIONS How do Other State Agencies currently notify Alabama Medicaid that a provider needs to be enrolled and associated to the services provided by the State Department/Agency?	Today Other State agencies submit a provider file update request by memo directly to the Provider Enrollment team.	
109	87	II.I.4	II. Scope of Work, I. Provider Enrollment 4. Enrollment of Providers for Other State Agencies In addition to providers enrolling via the Provider Portal, the PM Contractor shall support special enrollment of providers for other State Agencies. The PM Contractor can expect to receive various requests for enrollment from other State Agencies who are currently enrolled and contracted with Alabama Medicaid. The other State Agencies are required to follow State and Federal rules and regulations when contracting with separate or independent providers and organizations that serve the Medicaid population.	NOTIFICATIONS How are completed enrollments currently communicated back to the Other State Agency?	Today notifications are sent by the Fiscal Agent Provider Enrollment department back to the Other State Agencies once enrollment has been completed by fax or mail.	
110	104	II.K.2	II. Scope of Work, K. Provider Management Operations and Support Services 2. Provider Management Call Center All printing and postage expenses directly related to the operation of the Contract, including postal preparation fees for bulk and mass mailings, agency approved printing of manuals, handbooks, and bulletins, as defined in RFP Section II.K.3, Provider Management Communications.	VOLUMETRICS What is the average monthly volume of mailings?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
111	8	PL21, Exhibit 4	PL21 MES DEL OCM2a OCM Approach Exhibit 4: OCM Process and Phases	ORGANIZATIONAL CHANGE MANAGEMENT Can AMA share a responsibility assignment matrix (RACI) format of Exhibit 4: OCM Process and Phases that identifies the role or ownership for each of the tasks to help Vendors correctly assess the PM Contractor's responsibilities for planning and pricing?	All templates, plans, guides and tools will be provided at contract start-up	
112	8	PL19, Attachment 2	PL19: FY2022 MMIS Historical Program Statistics Attachment 2 – Provider Statistics FY 2022	PROVIDER STATISTICS FY22 Provider Statistics lists 72,811 Active Providers. However, there were 95,844 Active Providers in FY21. ----- What was the cause of this reduction?	See Amendment 2 Item 1 for additional Provider Statistics	A-2 #1
113	8	PL19, Attachment 2	PL19: FY2022 MMIS Historical Program Statistics Attachment 2 – Provider Statistics FY 2022	PROVIDER STATISTICS Will the AMA please indicate what the FY23 active provider is if it has changed from FY22?	See Amendment 2, Item 1	A-2 #1
114	8	PL19, Attachment 2	PL19: FY2022 MMIS Historical Program Statistics Attachment 2 – Provider Statistics FY 2022	VOLUMETRICS Is the active provider count of 72,811 based on unduplicated providers?	72,811 is based on active provider i.d.'s See Amendment 2, Item 1	A-2 #1
115		General	General	Are Vendors permitted to submit an Executive Summary with their proposals and if so, which section should it be placed in? ----- If it shall be placed in Tab 6, will the Agency consider increasing the page limitation?	See Section VI.N Proposal format.	

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116	232	VII.E	VII. Evaluation and Selection Process E. Scoring Table VII-1: PM RFP Evaluation Scoring Breakdown	EVALUATION SCORING Proposal responses are being scored for 'experience' under two different line items of the scoring breakdown. Please clarify which RFP sections are being scored for each: Line 3: RRM, Deliverables, Experience, Key Personnel Line 4: Corporate Background & Experience	See Amendment 2 Item #29	A-2 #29	
117	3	PL19, Attachment 2	PL19: FY2022 MMIS Historical Program Statistics Attachment 2 – Provider Statistics FY 2022	DEFINITION OF UNDUPLICATED PROVIDER Please clarify how the state defines an unduplicated provider.	Unduplicated providers would be determined by FEIN.		
118		General	General	SOLUTION DEMONSTRATION Will there be an opportunity to demonstrate our solution as part of the evaluation process and procurement schedule?	No. There will be no demonstrations		
119	144-145	II.L.2.c Table II-48	II. Scope of Work, L. Enterprise and General Services, c. General Staffing Table II-48: Key Personnel – Information System Security Manager Table II-48: Key Personnel – Provider Management Call Center Manager	RFP NUMBERING Please confirm the second Table II-48 is a typo and Vendors should change to "Table II-49: Key Personnel – Provider Management Call Center Manager" and continue with corrected subsequent numbering.	See Amendment 2 Item #18	A-2 #18	
120	106	II.K.2.a Table II-37 Master ID 5471	II. Scope of Work, K. Provider Management Operations and Support Services, 2. Provider Management Call Center, a. Requirements – Provider Management Call Center  ----- Table II-37: Provider Management Support Services – Provider Management Call Center Requirements Master ID 5471: The Contractor shall track, store, monitor, maintain, and report Call Center statistics on a dashboard to be updated daily. The statistics on the dashboard will include, but not limited to: 1. Abandon rate 2. Hold time before answer 3. Average speed of answer 4. Call duration (e.g., minutes, seconds) 5. Call volume 7. One call resolution rate 8. Peak hour statistics 9. Identification of historical trends 10. Busy signal 11. Disconnected calls	RFP NUMBERING Is there a missing item number 6 requirement or is the item numbering a typo omission?	See Amendment 2 Item #21	A-2 #21	
121		General	General	RFP NUMBERING Would AMA please issue an amendment with corrected RFP numbering?	See Amendment 2 Item #3, #10-20	A-2 #3, #10-20	
122	38	II.E.1.a Table II-7, Master ID 6025	II. Scope of Work, E. Security, 1. Security and Access a. Requirements – Security and Access  ----- Table II-7: Provider Management Security and Access Requirements Master ID 6025: The Contractor shall provide a solution that utilizes the Agency's single sign-on to provide role-based access across all environments and components within the PM Services module.	SIS SINGLE SIGN-ON SOLUTION Can the agency please provide the single sign-on solution the SIS Contractor has selected?	The SIS Identity Management solution manages user identity and access control using Microsoft Entra ID		

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123	61	II.G.2.c Table II-15, Master ID 5439	II. Scope of Work, G. Data Integration and Management Services, 2. Data Integration c. Requirements – Data Integration Services  ----- Table II-15: Data Integration and Management – Data Integration Requirements Master ID 5439: The Contractor shall provide a solution that makes real time updates to provider management information to the SIP for use by other MES modules.	iPaaS SOLUTION Does the SIS Contractor plan to use an iPaaS for the SIP and if so what iPaaS solution has been selected?	The SIP leverages the MuleSoft iPaaS solution to integrate the functional components of the SIP and manage data exchanges.	
124	83	II.I.2, Paragraph 3	II. Scope of Work, I. Provider Enrollment 2. Perform Provider Screening The solution must collect and store the results and the dates of the screening and validation in a credentialing repository managed and maintained within the Contractor's Content Management Solution.	CREDENTIALING Will the state please describe the credentialing process and what standards are being used (i.e., NCQA)?	Based on the Medicaid Provider Enrollment Compendium: <a href="https://www.medicaid.gov/medicaid/program-integrity/affordable-care-act-program-integrity-provisions/index.html">https://www.medicaid.gov/medicaid/program-integrity/affordable-care-act-program-integrity-provisions/index.html</a>	
125		PL 19, Attachment 2	General	VOLUMETRICS. What type and volumes (monthly/annual?) of inbound and outbound mail are pertinent to the scope of this RFP?	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
126	67	II.H.2, paragraph 3	II. Scope of Work, H. Tools and Capabilities 2. Provider Portal The portal shall allow providers to establish temporary credentials to begin the enrollment process.	PROVIDER TEMPORARY CREDENTIALS The Agency requires all Medicaid Enterprise systems to participate in the SIS Single Sign-On (SSO) solution.  If the PM services contractor is required to ensure the module is accessible through the SSO ID, please explain when the PM module would ever be used to establish temporary credentials.	The portal shall allow providers to establish temporary credentials to begin the enrollment process.	
127	61	II.G.2.c Table II-15, Master ID 5439	II. Scope of Work, G. Data Integration and Management Services, 2. Data Integration c. Requirements – Data Integration Services  ----- Table II-15: Data Integration and Management – Data Integration Requirements Master ID 5439: The Contractor shall provide a solution that makes real time updates to provider management information to the SIP for use by other MES modules.	APIs   WEB SERVICES Please confirm the PM Contractor is responsible for providing APIs to make real time provider management information updates to the SIP.  ----- Is there a standard set of APIs the PM Contractor will need to be able to provide?	See Req # 6057 and Req # 6080 Information on the SIP solution will be provided upon contract award.	
128	62	II.G.2.c Table II-15, Master ID 6057	II. Scope of Work, G. Data Integration and Management Services, 2. Data Integration c. Requirements – Data Integration Services  ----- Table II-15: Data Integration and Management – Data Integration Requirements Master ID 6057: The Contractor shall provide a solution that includes a real-time Application Programming Interface (API) that supports data ingestion, data updates, and data retrieval.	APIs   WEB SERVICES Please confirm the PM Contractor is responsible for providing APIs to ingest, update or retrieve real time provider management data requests made by the SIP on behalf of other modules.  ----- Is there a standard set of APIs the PM Contractor will need to be able to provide?	See Req # 6057 and Req # 6080 Information on the SIP solution will be provided upon contract award.	

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129	57	II.G.1.b	II. Scope of Work, G. Data Integration and Management Services, 1. Data Management b. Data Transfer and Conversion Management Plan The PM Services Contractor shall be responsible for defining the requirements needed for data transfer and conversion from the AMMIS and all ancillary systems.	DATA TRANSFER AND CONVERSION We understand the PM Services Contractor will be responsible for provider data conversion. However, the PL30 Provider Master Data Element Reference Guide does not provide data conversion specifics. ----- Can the agency please provide further information regarding the scope and type of data the PM Services Contractor will need to convert from the AMMIS and ancillary systems? For instance, will the PM Services Contractor need to convert provider call related data (call recordings, contact records), provider related images, reporting data or any data that does not currently reside in the AMMIS?	See section II.G.1.b. PM Services Contractor shall be responsible for defining requirements needed.	
130	242	VIII.NN.2	VIII. General Terms and Conditions, NN. Software and Ownership 2. Solution Transferability The Contractor shall, upon termination of contract, ensure associated licenses with ownership are transferred to the Agency.	TRANSFERABILITY Will the State please clarify the transferability requirement for a SaaS solution to allow Vendors to understand what components of their SaaS solution falls under this stipulation? For instance, the entire solution may contain the provider module, an IVR, a CRM, and a document management system. Some of those licenses are not transferrable due to limitations from the software vendors. ----- Please clarify if the transferability requirement applies to components of the solution that the vendor is licensing from a third party.	The Agency will not add further interpretations to this Sub-Section. Please see RFP Section VIII: General Terms and Conditions, Paragraph NN - Software and Ownership	
131	16	II.B.2.b	II. Scope of Work, B. Alabama MES Modernization Program, 2. Envisioned Future State of Maturity b. System Integration Platform The SIP exchanges data among MES module contractor systems and integrates the various MES modules into a seamless, functional system. The SIS Contractor will be responsible to integrate the MES module contractor systems and provide technical integration assistance...	CENTRALIZED SERVICES & APIs Please confirm the SIS Contractor will be responsible for providing centralized services/APIs required for use by all module vendors. ----- Is there a standard set of centralized services/APIs such as retrieving indices from a Master Person Index/Master Organization Index?	See RFP Sections II.B.2.b and II.B.2.f Information on the SIP solution will be provided upon contract award.	
132	185	II.L.2.d, Paragraph 3	II. Scope of Work, L. Enterprise and General Services d. Certification Management The PM Services Contractor shall develop a Certification Management Plan as described in Table II-69: Scope of Work – Certification Deliverables...	RFP NUMBERING Table II-69 is titled Change Management – Change Management Requirements. Please confirm the correct table is Table II-68: Certification Deliverables on page 193.	See Amendment 2 Item #20	A-2 #20
133	307-308	Appendix I.8	Appendix I - Service Level Agreements and Key Performance Indicators 8. SLAs and KPIs: RFP Section II.K. Provider Management Operations and Support Service	RESPONSE TIMES & PERCENTAGE RATES Please indicate what the current response times and percentage rates are for the following Provider Management Operations and Support Services SLAs: a. Average Speed to Answer b. Call Center Response c. Response to Initial Live Chat d. Provider Application Quality Assurance Accuracy e. Max Speed to Answer f. Callback g. Inbound Correspondence h. Distribute Agency-Approved Communication	See Appendix I for all SLA/KPI's for this contract.	
134		General	General	NEGOTIATIONS If the State deems vendor's proposal to be a binding offer, will the State consider amending the RFP to provide that a vendor's proposal will not be binding until the parties have had an opportunity to negotiate mutually agreeable terms and conditions?	No. See RFP Section VI.I: Submission Requirements - Offer in Effect for 90 Days	

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135	242	VIII.NN.1	VIII. General Terms and Conditions, NN. Software and Ownership 1. COTS / Contractor Intellectual Property (IP)	SOFTWARE AND OWNERSHIP Will the State agree to amend the RFP as follows? •Clarify the State's ownership rights to reflect that work product developed by the Contractor is limited to custom development •Does not include development of work product that is not a requirement under the contract or paid for entirely by the State •Does not include pre-existing work product	No. The Agency will not add further interpretations to this Sub-Section.	
136	239-240	VIII.MM	VIII. General Terms and Conditions MM. Breach of Contract   Liquidated Damages	LIQUIDATED DAMAGES Will the State agree to amend the RFP to include a reasonable monthly cap on liquidated damages?	No. The Agency will not add further interpretations to this Sub-Section.	
137	241	VIII.NN	VIII. General Terms and Conditions, NN. Software and Ownership	SOFTWARE AND OWNERSHIP Will the State agree to amend the RFP as follows? •Clarify the State's ownership rights to reflect that work product developed by the Contractor is limited to custom development •Does not include development of work product that is not a requirement under the contract or paid for entirely by the State •Does not include pre-existing work product	No. Please see RFP Section VIII: General Terms and Conditions, Paragraph NN - Software and Ownership.	
138	242	VIII.NN.2	VIII. General Terms and Conditions, NN. Software and Ownership 2. Solution Transferability	SOLUTION TRANSFERABILITY Will the State agree to amend the RFP as follows: •Clarify the requirement to transfer licenses hereunder is limited to "Work Product" owned by the State and not to work product or other rights owned by the Contractor or other third parties •Provide a license back of the Work Product to Contractor, so the Contractor may provide it to other State and local governments as contemplated by federal regulations	No. The Agency will not add further interpretations to this Sub-Section.	
139	76	H.7 Customer Relationship Management	5943 - The Contractor shall provide a CRM tool that is auditable and shall log and track information for each call including but not limited to the following reporting elements: 1. Time of call 2. Date of call 3. Identifying information of the caller (e.g., provider number, name of caller) 4. Enrollment specialist ID 5. Call type 6. Call category 7. Inquiry description 8. Ticket number assigned and status 9 Response description 10. Return call contact phone number	We have reviewed the March 2023 call volume historical data. We request the state provide 12 months of historical call data including call types, call duration, and call volumes.	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	
140	78	H.8 Interactive Voice Response/Live Chat/Chatbot	The Contractor shall provide a live chat functionality for use by the Provider Management Call Center.	We request that the Alabama Medicaid Agency provide 12 months of historical data on chat volumes, chat reasons, and chat duration.	This was implemented during 2023. Data is not available at this time	
141	85	I.3 Perform Provider Site Visit	The PM Services Contractor shall complete 100% of all on-site visits within fifteen (15) business days from the date an application is received.	The introduction summary states 100% of all on-site visits shall be completed within 15 business days, while requirement 5354 indicate completion in 15 calendar days. Please confirm business days is the correct timeframe.	See Amendment 2 Item #23	A-2 #23
142	86	I.3 Perform Provider Site Visit Table item 5354	PM RFP CMS Submission - Requirement 5354 indicates, "The Contractor shall complete 100% of all on-site visits within fifteen (15) calendar days from the date an application is received."	Would the Alabama Medicaid Agency consider revising the requirement to instead state, "The Contractor shall complete 100% of all on-site visits within fifteen (15) calendar days from the date an application is screened?"	No. Requirement stands as it is.	
143	89	I.5 Finalize Provider Enrollment Table item 5483	Requirement 5483 states, "The Contractor shall accept and process to approve, deny, or provide all applicable information to the Agency for all provider applications within fifteen (15) calendar days of receipt of completed applications unless a site visit is required, then within twenty (20) calendar days of receipt of completed applications."	Would the Alabama Medicaid Agency please confirm the 15 days starts after all necessary application materials are received, allowing time for receipt of additional information if not submitted with the initial application prior to the start of the 15-day processing requirement?	The application status should not enter into a 'Received' status until the appropriate information is received. If the application process has begun, but there is information still needed the application should remain in an 'Incomplete' status.	

AMMP PM Request for Proposal (RFP)

Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
144	104	K.2 Provider Management Call Center	Provider Management Call Center	Would Alabama Medicaid Agency please provide a summary of the mail distributed over the past 12 months, including mail type, and volume for any mailings related to this statement of work?	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	
145	221	V.B.1 Provider Management Experience	The Agency will accept demonstrated, qualified experience from engagements where the Vendor was the prime contractor.	The presence of partnerships in this industry brings best of class expertise and solutions. Would the Alabama Medicaid Agency amend the RFP Provider Management Experience to state "The Agency will accept demonstrated qualified experience from the Vendor Team?"	No. The Agency will not add further interpretations to this Sub-Section.	
146	236	VIII.T. Employment of State Staff	Employment of State Staff - Contractor shall not knowingly engage on a full-time, part-time, or other basis during the period of the contract any professional or technical personnel or contractual consultants, who are or have been in the employment of Medicaid during the previous twelve (12) months, except retired employees, without the written consent of Medicaid. Certain Medicaid employees may be subject to more stringent employment restrictions under the Alabama Code of Ethics, §36-25-1 et seq., Code of Alabama 1975.	This item indicates that bidders cannot employ anyone that has been employed by Medicaid in the past 12 months. Please confirm this relates only to the Alabama Medicaid program.	This only relates to the Alabama Medicaid program.	
147	226	VI.N.1.e	VI. Submission Requirements, N. Proposal Format, 1. Proposal Structure e. Tab 6 – Scope of Work and Narrative Response Vendor Instructions – Provide the following as part of Tab 6:  ----- This Tab must include narrative responses to all subsections within RFP Section II – Scope of Work and all section-specific narrative questions contained within this RFP; with the exception of responses pertaining to RFP Section II.L.1.c General Staffing, which will be included in Tab 8.	GENERAL STAFFING WITHIN TAB 6 Please confirm that all of Section II.L.8 General Staffing and its subsections (a-d) narrative responses should be included in Tab 8.  ----- If not, please list the specific subsections of Section 8 General Staffing that should be addressed in Tab 6 and the specific subsections that should be included in Tab 8 to help Vendors submit compliance responses.	See VI.N Proposal Format- With the exception of responses pertaining to RFP Section II.L.1.c General Staffing, which will be included in Tab 8.	
148		Appendix E, Instruction and Legend Sheet	Appendix E - RRM, Instructions and Legend sheet Instructions to Vendors 5. Vendors are to provide a short, narrative explanation in Column K of the "System Requirement" to further explain and/or justify the selections made in Columns F - J.	RRM NARRATIVE Please clarify if a comment is required in the RRM file for every requirement. The column header itself indicates the column should be used sparingly, however, the instructions says "vendors are to provide".	See Appendix E, Colum K- Vendors are to provide a short, narrative explanation in Column L of the "System Requirements" to further explain and/or justify the selections made in Columns F - J.	

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
149	221	V. Corporate Background and References B. Experience Requirements 1. Provider Management Experience	The bidder's solution as defined in this proposal has successfully achieved CMS certification in Provider Enrollment & Provider Revalidation.	<p>The RFP states, "The bidder's solution as defined in this proposal has successfully achieved CMS certification in Provider Enrollment &amp; Provider Revalidation."</p> <p>CMS has stated that states should not use certification in one state as a requirement for another state. Per CMS, certification is a state-specific process and non-transferrable and different from state to state.</p> <p>This RFP effectively documents requirements that provides the state assurances the new Provider Management services will be certified under the new and compliant streamlined modular certification (SMC) Outcomes-Based Certification (OBC) process.</p> <p>Furthermore, this requirement for previous CMS certification limits competition to a very small number of legacy vendors. It does not allow for Contractors with newer, more modern solutions that are in the process of achieving CMS certification to be evaluated.</p> <p>As such, would the Agency consider either removing this requirement or modifying this requirement to require a scheduled CMS certification review at the time of submission, pending CMS certification at the point of contract award?</p> <p>Changing this requirement will allow the state to receive compliant and innovative Provider Management solutions.</p>	No. The Agency will not add further interpretations to this Sub-Section.	
150	221	V.B.1	The Vendor shall be able to demonstrate that they have successfully implemented and operated a CMS certified, standalone, large/enterprise scale Provider Management module solution with components equivalent to the scope of work described in this RFP.	Please define the term "standalone" as used in this sentence.	Standalone- Intended, designed, or able to be used to function alone or separately.	
151	83	Table II-26: Provider Enrollment – Process Provider Application Requirements	Req 6518	Please indicate if the Agency is currently enrolling and managing providers at a service/physical location level vs. using industry-standard NPI level enrollment.	Yes, the Agency is currently enrolling and managing providers at a service/physical location level.	
152	83	Provider Enrollment - Perform Provider Screening	Perform Provider Screening Overview	Please confirm if the Agency expects the vendor solution to include only primary source verification during credentialing or full CVO (clinical verification organization) services.	See Section II.I.2 Based on the Medicaid Provider Enrollment Compendium: <a href="https://www.medicaid.gov/medicaid/program-integrity/affordable-care-act-program-integrity-provisions/index.html">https://www.medicaid.gov/medicaid/program-integrity/affordable-care-act-program-integrity-provisions/index.html</a>	
153	69	Table II-20: Provider Management – Provider Directory Requirements	Req 5771	Please clarify if the Provider Management vendor is required to supply the FHIR-based Provider Directory API as required under the CMS Interoperability Final Rule in addition to a web-based (UI) directory.	As stated in the RFP, Item B, Compliance with State and Federal Regulations, on Page 233, "Contractor shall perform all services under the contract in accordance with applicable Federal and State statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the Federal statutes and regulations as the same may be amended from time to time."	

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
154	35	Table II-6: Provider Management Architecture and Environments Requirements	Req 6369: The Contractor shall provide a solution that is fully compliant with the 21st Century Cures Act as applicable	Please confirm that this requirement is limited to the provider APIs under The Cures Act.	As stated in the RFP, Item B, Compliance with State and Federal Regulations, on Page 233, "Contractor shall perform all services under the contract in accordance with applicable Federal and State statutes and regulations. Medicaid retains full operational and administrative authority and responsibility over the Alabama Medicaid Program in accordance with the requirements of the Federal statutes and regulations as the same may be amended from time to time."	
155	16	System Integration Platform	System Integration Platform overview	As part of the evolution in modularity and decoupling systems, is the Agency envisioning that the SIP will provide interface/integration transformation from source system to target system, or will it only be providing passthrough services of system specific files?	Information on the SIP solution will be provided upon contract award.	
156	87	Table II-29: Provider Enrollment – Enrollment of Providers for Other State Agencies Requirements	Req 6494	Is the special enrollment envisioned as direct enrollment into the system completed by vendor operational staff? Is there anything outside of normal enrollment processes and provider records that are collected and maintained for these special enrollments?	Special enrollment is envisioned as direct enrollment into the system completed by vendor operational staff. There is nothing outside of normal enrollment processes and provider records that are collected and maintained for these special enrollments.	
157	N/A	N/A	Procurement Library	The Procurement Library documents skip PL14. Please confirm there is not a PL14 document missing from the library.	Correct. PL14 was skipped and not a missing document.	
158	224	N. Proposal Format	Page count instructions	The majority of the Tab instructions indicate a page limit or indicate that no page count or limitation exists. The instructions for Tab 8 does not mention page count instructions. Please confirm that Tab 8 does not have a page count limitation.	Yes. Tab 8 does not have a page count limitation.	
159	190	CMS Streamlined Module Certification (SMC)	As part of that support, the PM Services Contractor shall submit all necessary Federal documentation, reports, and required artifacts while performing all necessary business services to assist the Agency in obtaining system certifications in accordance with the published Federal guidance.	Will the Agency be contracting the Independent Third-Party Security and Privacy assessor to provide the Independent Security Assessment required artifact, or will the Contractor be responsible for contracting the assessor?	Agency ISO will act as Third Party Assessor	
160	NA	General	General question regarding the contact center solution	Please confirm if the Agency is expecting all enrollments to initiate via the enrollment portal and not via any file/roster exchanges with outside entities.	See Section II.I Provider Enrollments.	
161	NA	General	General question regarding historical provider count	The library contains limited historical provider volume. Please provide historical Provider volumes for the last 5 years. This will assist us in projecting the trend of Growth vs. reduction for future years.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
162	11	I. Background	he PM Services solution will The PM Services solution will provide necessary reporting, training, and support services for the Alabama provider community and the Agency's Medicaid program staff.	Will training be required to provide reports regarding training courses, completions, etc.?	See Section III.3.b for training management requirements.	
163	31	D.1. Technical Architecture and Environments/User Acceptance Testing	<ul style="list-style-type: none"> <li>Environment for UAT using identifiable data containing PHI/PII for the Agency and TCOE Contractor to verify and validate test cases and test execution</li> <li>Environment where a small group of end-users test the application to ensure it meets expectations</li> <li>Environment using de-identified data where PHI/PII is obscured</li> </ul>	Please confirm staging and UAT environments are combined. Also, please confirm if the UAT environment has any identifiable data containing PHI/PII or that the environment contains de-identified data (where PHI/PII is obscured).	No. Staging and UAT environments are not combined. See section II.D.1 See Amendment 2 Item #8	A-2 #8
164	34	Table II-6: Provider Management Architecture and Environments Requirements	Req 6075, 6358, 6022	Would the Agency consider one environment for the contact center portion of this solution in order to gain cost efficiencies?	No. Reference requirements 6075, 6358, and 6022.	

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)	
165	34	Table II-6: Provider Management Architecture and Environments Requirements	Req 6368	Please confirm that the vendor's system and reporting on solution availability will be considered the source of truth for this requirement.	Yes.		
166	35	Table II-6: Provider Management Architecture and Environments Requirements	Req 5694: The Contractor shall provide a solution that remains compliant with all Agency, State, and Federal policies, regulations, and standards	Please specify the applicable Federal and State policies that are expected for a compliant solution. The current wording of "all" includes many policies that would not be in scope and creates an ambiguous definition of scope.	No. Requirement stands as it is.		
167	39	Table II-7: Provider Management Security and Access Requirements	Req 4797: The Contractor shall be financially responsible for providing licenses and user access to all contractor or sub-contractors systems for authorized Agency personnel, its Contractors, and stakeholders, throughout the term of the Contract	Please indicate how many Agency users or stakeholders are expected to access the system.	See Amendment 2 Item #2	A-2 #2	
168	41	Table II-8: Security and Compliance – Security and Compliance Requirements	Req 4643: The Contractor shall comply and report on how the solution is ADA 508 compliant, following compliance standards defined by Section 508...	Please indicate if the Agency expects a specific conformance level, and if so, please indicate the level.	Compliance with Section 508 of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, 36 CFR Part 1194, 42 CFR 431.206, and 45 CFR Part 80 is expected.		
169	50	4. SLAs and KPIs - Security b. Key Performance Indicator – Security Incident Response	2 a) Initial Response (Stopgap Measure): 2 b) Investigation 2 c) Full Resolution:	Please clarify your definitions of Stopgap Measure, Investigation, and Full Resolution.	See Appendix I.2.b.		
170	50, 255	Key Performance Indicators c.1 BAA: 3.4 and 3.12	Privacy and Security Breach Notification  BAA" Report to Covered Entity within five(5) business days any use or disclosure of PHI ..." Notify the Covered Entity within five (5) business days following the discovery of a breach of unsecured PHI..."	The security SLAs listed in c.1 specify that notification of information disclosure should occur within 24 hours of the disclosure. The BAA under sections 3.4 and 3.12 specifies disclosure notifications must occur within 5 days of a disclosure. Please clarify the requirements to resolve the discrepancy.	See Amendment 2 Item #33	A-2 #33	
171	66	6. Narrative Questions	Data Conversion from existing provider management system	The bidders library contains minimal information. Will Agency-owned data or artifacts from existing provider management system (such as data dictionaries, relationship entity models, etc.) be shared with the Contractor for data conversion?	See Section II.G.Data Integration and Management Services. Integration of internal data sources will take place in coordination with the AMMP System Integration Contractor. The PM Services Contractor will be responsible for working with external data source entities to establish and maintain all external data integrations		
172	77-78	Table II-24: Provider Management – Customer Relationship Management Solution Requirements	Req 5392, 6502, 5440, 5953	Would the Agency consider a telephony platform that contained call recordings, and post call surveys as opposed to storing this data in the CRM?	See section II.H.7. Customer Relationship Management Solution.		
173	79	Table II-25: Provider Management – Interactive Voice Response/Live Chat/Chatbot Solution Requirements	Req 5368	Would the Agency require a virtual hold option for callers that automatically places a call back to a caller when an agent is available as opposed to requiring a caller to request a call back at a specific date, time, and telephone number?	Vendors are required to provide a call back option that allows the caller to select a specific call back time.		

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
174	79	Table II-25: Provider Management – Interactive Voice Response/Live Chat/Chatbot Solution Requirements	Req 6504	Please provide details outlining the self-service functionality the Agency expects the chatbot to perform.	Agency-approved responses to predefined questions.	
175	79	Table II-25: Provider Management – Interactive Voice Response/Live Chat/Chatbot Solution Requirements	IVR	Is the Agency interested in self service within the IVR? If yes, please define the required functionality.	See Section II.H.8 for Interactive Voice Response/Live Chat/Chatbot scope and requirements.	
176	81	Table II-26: Provider Enrollment – Process Provider Application Requirements	Req 5502	Please provide the Agency's definition of an interactive Provider Enrollment Manual.	An interactive user manual should provide a combination of prompts used when onboarding users in order to help them understand how to use the system.	
177	86	Table II-28: Provider Enrollment – Perform Site Visit Requirements	Provider Enrollment - Perform Site Visit Requirements	Please provide the number of site visits required by month for the last full year prior to the public health emergency, split between moderate and high-risk provider types.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
178	94	Table II-32: Provider Maintenance – Revalidate Provider Requirements	Req 5943	Does the Agency require the notifications associated with this requirement to be sent via USPS or via the Message Center within the Provider Portal?	See Section II.J.2.	
179	95	Table II-32: Provider Maintenance – Revalidate Provider Requirements	Req 5964	Please provide additional detail on the number of required attempts to contact providers, as well as whether automated dialing can be used if configured with connectivity to an agent if needed?	See Section II.J.2.	
180	99	Table II-34: Provider Maintenance - Disenroll and Terminate Provider Requirements	Req 5768	Please provide details to further define the difference between the terminate business process and disenrollment business process outlined in this requirement.	See Section II.J.4.	
181	100	Table II-34: Provider Maintenance – Disenroll and Terminate Provider Requirements	Req 5903	Please provide the location of the Adverse Action List, and indicate if integration is available.	The Adverse Action List will be provided by the Agency upon contract award.	
182	106	Table II-37: Provider Management Support Services – Provider Management Call Center Requirements	Req 5436	Please indicate how long chat recordings must be stored. Does the Agency also require screen recordings?	Refer to section II.H.8. Interactive Voice Response/Live Chat/Chatbot Add to Amendment 2 Item #32	A-2 #32
183	107	Section K.3	Provider Mgmt Communications	Please indicate how many letter templates are utilized today. If possible, please share examples.	All templates, plans, guides and tools will be provided at contract start-up.	
184	107	Section K.3	Provider Mgmt Communications	Please provide historical annual volume (years 2021, 2022, /2023) for the following: - Volume of printed/mailed Forms - Volume of printed/mailed Newsletters  Page 10 of the current January 2024 issue of the Newsletter includes the mail indicia which indicates mailed copies. Please confirm these are Online only.  Receiving the YOY volumes will assist vendors in projecting the future +/- of print/mail volume trend.	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	

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Question / Comment #	Page #	Section	RFP Text	Vendor Comment or Question	Agency Response	Amendment Reference (A-X; #XX)
185	107	Section K.3	Provider Mgmt Communications	<p>Please provide the specifications including page counts, color configuration (i.e. Black vs 2 color vs 4 color), and special delivery/mail requirements (i.e. Certified mail/Overnight) for the following:</p> <ul style="list-style-type: none"> <li>- Letters - 1099, REOMBs, RAs &amp; RTP</li> <li>- Handbooks</li> <li>- Forms</li> <li>- Newsletter (online only?)</li> </ul> <p>If possible, please share examples.</p> <p>Does the Agency consider the Bulletin and Newsletter the same artifact?</p>	<p>See Section II.K.3 The PM Services Contractor shall develop and submit standard correspondence templates for letters, forms, and alerts to the Agency for review and approval ninety (90) calendar days prior to the start of the Implementation Phase. Appropriate examples will be shared upon contract award.</p> <p>No. Bulletin and Newsletter are not the same artifact.</p> <p>See Amendment 2 Item 1</p>	
186	107	Section K.3.a	Provider Mgmt Communications, Communication of Provider Management Changes, Updates, and Improvements	<p>This section indicates that the Contractor shall be responsible for developing initial drafts of an "Article in Agency Newsletter". Please share any current guidelines informing the content and article types.</p>	<p>All templates, plans, guides and tools will be provided at contract start-up.</p> <p>Agency Newsletters are publicly available on the Alabama Medicaid website.</p>	
187	109	Table II-38: Provider Management Support Services – Provider Management Communications Requirements	Req 6371	<p>Please provide a list of all document types that are received via Inbound Mailroom.</p>	<p>Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8</p>	A-2 #1
188	109	Table II-38: Provider Management Support Services – Provider Management Communications Requirements	Req 6371	<p>Please provide 3 year of historical volumes received via Inbound Mailroom including number of packages/envelopes and number of images scanned for the timeframe of the last 3 years (2021, 2022 and 2023).</p>	<p>See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.</p>	
189	109	Table II-38: Provider Management Support Services – Provider Management Communications Requirements	Req 6371	<p>Please indicate the retention period required to store all Inbound hard copy correspondence.</p>	<p>See requirement 4525.</p>	
190	109	Table II-38: Provider Management Support Services – Provider Management Communications Requirements	Req 6364	<p>Please provide your definitions of the criticality status levels for all outbound correspondence including:</p> <ul style="list-style-type: none"> <li>- High</li> <li>- Medium</li> <li>- Low</li> </ul>	<p>Vendor is to provide descriptions. See Requirement 6364.</p>	
191	111	Table II-39: Provider Management Support Services – Targeted Provider Enrollment Outreach Requirements	Req 5442	<p>Please provide the number of provider outreach conferences, professional meetings, and healthcare association meetings that were conducted in the previous calendar year.</p>	<p>See Section II.K.4 for number of outreach events required for this contract.</p>	
192	138	c. General Staffing 1. Location of Work Performed	The PM Services Contractor will be responsible for providing their own office space, the Agency will provide temporary office space when on-site visits are required.	<p>Will the trainer(s) be expected to be intermittently onsite?</p>	<p>See requirement 4715.</p>	
193	140	Table II-45: General Staffing – General Staffing Requirements Master ID	Req 6421	<p>Please clarify if all key personnel are required on site for quarterly meetings.</p>	<p>The primary point of contact is required to be on site for quarterly meetings, along with any staff requested to be a part of the visit. See Section II.L.1.5 Key Personnel</p>	

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194	158	Table II-56: Reporting Management – Reporting Management Requirements	Req 6374: The Contractor shall provide analytics and reporting support and expertise of ongoing reporting, ad hoc reporting, and impact analysis reporting activities.	The requirement stipulates that the Vendor should provide expertise and support for ad hoc reporting. However, the RFP does not appear to include a requirement to provide ad hoc reporting functions. Is the expectation that the Vendor will assist in user questions for reports Agency users are developing in external solutions?	Ad hoc reporting is required. See Section II.L.1.e	
195	176	Enterprise and General Services DDI OPS and Maintenance b. Testing Management	Test All Provider Type	Given that these are proven COTS solutions, what is your testing expectation for the number of provider types and specialty combinations?	See Section II.L.2.b.	
196	179	Table II-62: Testing Management – Testing Management Requirements	Req 5029 The Contractor shall respond to Federal testing-related queries within three (3) business days.	Please confirm that the 3 business days counter starts at the time the query is shared with the Contractor.	Yes.	
197	192	II-67: Certification Management Requirements	Req 6467: The Contractor shall be responsible for developing all ongoing CMS operational reporting and any additional certification support requested by CMS or the Agency for the term of the contract.	Please provide examples of CMS Operational Reporting.	Please see the CMS website for CMS Operational Reporting.	
198	214	Table II-75: Training Management – Training Management Requirements	Req 4708: The Contractor shall provide a knowledge base for user support which allows 24/7 access by Agency authorized individuals.	Does the Agency have an LMS where the Vendor could publish training materials?	See Section II.L.3.b Training Management	
199	235	VIII. General Terms and Conditions	N. Force Majeure	Please verify that the Contractor would be excused from SLAs caused by a third party vendor outside of Contractor's control.  Additionally, please verify that the Contractor would be excused from SLA adherence due to customer delay in providing approval to take action to restore service.	No. The Agency will not add further interpretations to this Sub-Section.	
200	289	Appendix F - Item 24	PL25_March 2023 Call Volume Historical Data	Please provide historical call volumes and handle times monthly for a period of the last two years, broken out by call types, such as enrollment, revalidation, etc.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
201	289	Appendix F - Item 28	PL29_2022 Revalidation Statistics	Please provide 2 years of data for revalidations processed monthly.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1
202	289	Appendix F - Item 28	PL29_2022 Revalidation Statistics	Please provide 2 years of data for initial enrollments processed monthly (2022 and 2023) as this document appears to specifically refer to revalidations.	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	
203	309	8. SLAs and KPIs: RFP Section II.K. Provider Management Operations and Support Services e. Key Performance Indicator - Max Speed to Answer	The PM Services Contractor shall answer all calls to the Provider Management Call Center in less than five (5) minutes.	The measurement period is listed as Episodic. Is the Agency seeking the number of calls (if any) exceeding the 5 minute threshold monthly or a time figure showing the maximum delay monthly?	Number of calls exceeding the 5 minute threshold.	

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204	STAARS (page 7) and RFP (page 223)	STAARS Terms and Conditions, Section 31 and RFP.VI. E.	31. Exception to Terms and Conditions: Suppliers may place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid or proposal concerning the contract terms and conditions.  and  RFP VI. E: Any addition or exception to the terms and conditions are considered severed, null, and void and may result in the Vendor's proposal deemed non-responsive	The RFP STAARS contract document states that exceptions and supplemental terms are not allowed. However, the STAARS contract terms state exceptions and other supplemental terms can be considered. Please clarify if the STAARS contract terms allow supplemental terms and exceptions to be submitted with the RFP.	Exceptions to the terms and conditions laid out in this RFP are not permitted.		
205	STAARS page 8	STAARS Section 34.	34. Click Wrap: ... rather the terms and conditions, such as End User License Agreements, may only be accepted by inclusion in an agreement and signature by an authorized official of the State of Alabama	Please clarify the details regarding how third Party terms must be reviewed separately and "accepted by inclusion in an agreement." Does this mean that Third Party terms should be submitted with the RFP response, or are they to be submitted at a later time such as during contract negotiation?	Click Wrap terms need to be included in the Vendor's response.		
206	151-152	Table II-53: Lead Personnel	Table II-53: Lead Personnel	Are bidders required to submit resumes for the Lead Personnel listed in Table II-53, or are resumes only required at this time for the Key Personnel roles listed in Table II-46 through Table II-52?	See VI.N. Proposal format Tab 8. #8. See Amendment 2 Item #18 and 19	A-2 #18 -19	
207	83-85 and 87	2. Perform Provider Screening and 4. Enrollment of Providers for Other State Agencies	Table II-27: Provider Enrollment – Perform Provider Screening	Please provide a breakdown of the screening requirements by provider type, including those providers listed under Section 4. Enrollment of Providers for Other State Agencies. Please also include any associated statistics available by provider type.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1	
208	85-87	3. Perform Provider Site Visit and 4. Enrollment of Providers for Other State Agencies	Table II-28: Provider Enrollment – Perform Provider Site Visit Requirements and Table II-29: Provider Enrollment – Enrollment of Providers for Other State Agencies Requirements	Please clarify if site visits are required for all provider types, including those listed under Section 4. Enrollment of Providers for Other State Agencies. Please also include any associated statistics available on the frequency of site visits and the number of site visits broken down by provider type, and any other details available.	Please see Amendment 2, Item 1 for revisions to PL 19 - FY2022 MMIS Stats, Attachment 8	A-2 #1	
209	110	4. Targeted Provider Enrollment Outreach	"The PM Services Contractor shall conduct provider outreach at conferences, professional meetings, and healthcare association meetings to promote providers understanding of Alabama Medicaid."	Is the PM Services Contractor responsible for hosting Continuing Medical Education (CME) events to maximize participation, or will attendance be mandated by the Agency? Are these events inclusive of all provider types, or limited to Medicaid providers specifically?	See Section II.K.4. The PM Services Contractor shall conduct provider outreach at conferences, professional meetings, and healthcare association meetings to promote providers understanding of Alabama Medicaid.		
210	220	V. Corporate Background and References	"Vendors must furnish a minimum of three (3) references, which includes at least one reference for each requirement listed below in Section V.B, utilizing the Appendix G – Corporate Reference Worksheet. A reference must be for a stand-alone Provider Enrollment and Revalidation solution experience of the Vendor."	Can bidders include a subcontractor reference as part of the three required references?	See Section V.B for requirements for Vendor references.		
211	226	d. Tab 5 - Pricing Schedule	"The pricing schedule must be complete, correct, each page printed, and each schedule signed (wet signature), and dated."	For the wet signature required on each page of the Pricing Schedule, please clarify if bidders should manually add a signature area at the bottom of each Excel tab, or if a separate document attesting to the completeness and correctness of the Pricing Schedule can be created on letterhead to accompany the Pricing Schedule submitted.	See Appendix C Pricing Schedule. At the bottom of each tab of the pricing schedule there is a signature line to be signed and dated.	A-2 #25	
212	8	N/A-File Name: 2.4_PL19_FY2022_MMIS_Stats_1-4-24	File: 2.4_PL19_FY2022_MMIS_Stats_1-4-24, Attachment 2 Provider Statistics	Please provide a detailed breakdown for the telephone and written inquiries listed in this file by month along with any additional data, including 2023 statistical data in addition to the 2022 data provided.	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	A-2 #1	
213	9	N/A-File Name: 2.4_PL19_FY2022_MMIS_Stats_1-4-24	File: 2.4_PL19_FY2022_MMIS_Stats_1-4-24, Attachment 3 - Pro Medicaid Mail Activity	Page 9 of the PL19 file provides a breakdown of Provider Bulletins by mail, email, and fax. Please provide this same breakdown for all other items listed along with any new 2023 mail fulfillment data available.	See PL19_FY2022 MMIS Stats attachment 2 for annual transactions. Data for 2023 is not available at this time.	A-2 #1	