



OFFICIAL RESPONSES TO VENDOR QUESTIONS
 RFA-2024-DES-05-DISAB

No.	Section	Question	Answer
1.	Section 1. Purpose and Overview, Subsection 1.1. Introduction	“The Department anticipates approximately three thousand (3,000) disability determinations per year. This is an estimate based on anticipated volume and may be subject to change.” Can the Department please provide a breakdown of the annual applications received by Listing of Impairment category?	<p>This is an approximate number and is subject to change based on Medicaid Unwind which started earlier this year and is going through early next year.</p> <ul style="list-style-type: none"> • 1,653 for APTD – Aid to the Permanently and Totally Disabled – a category of assistance for individuals who are between the ages of eighteen (18) and sixty four (64) and who are permanently and totally disabled, as defined by state and federal regulations. • 164 for MEAD – Medicaid for Employed Adults with Disabilities – a category of assistance for individuals who are employed and have earned income above the Substantial Gainful Employment threshold. • 352 for HC-CSD – Home Care

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			for Children with Severe Disabilities – a category of assistance for children from birth to age nineteen (19) who are disabled and require the same level of care as provided in a hospital, psychiatric hospital, nursing facility, or intermediate care facility for the intellectually disabled.
2.	Section 1. Purpose and Overview, Subsection 1.1. Introduction	Please clarify, is the intent to award a single contract, or is it possible for multiple vendors to be awarded?	See Section 1.1. Introduction. The Department anticipates awarding one (1) contract for the services in this solicitation.
3.	Section 1. Purpose and Overview, Subsection 1.3. Procurement Timetable, Vendor Solicitation Response Due Date 10/9/2023, 12:00PM	Is the Department of Health and Human Services willing to extend the due date of the Vendor Solicitation Response Due Date 10/9/2023, 12:00 PM?	The Department does not anticipate extending the Vendor Solicitation Response Due Date.
4.	Section 2. Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.6.	Is the selected Vendor required to provide their own case management system for allocating and tracking assigned work?	No. See Section 2.1.6. The selected Vendor is required to use the New HEIGHTS system, which allows the selected Vendor to manage the caseload, track the number of days the case is with

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			the selected Vendor and the number of completed cases.
5.	Section 2. Statement of Work, Subsection 2.1. Scope of Services, Paragraph 2.1.10.	What constitutes a “fully developed case file from the Department?”	A file is considered to be fully developed after the Department receives all medical records from the provider, or has made two (2) attempts to obtain them. The Department will submit the file to the selected Vendor for review and disability determination.
6.	Section 2. Statement of Work, Subsection 2.1.11. Administrative Hearings	Please provide the annual volume of Administrative Hearings by category (HC-CSD, APTD, MEAD, MOAD, ANB).	<p>This is an approximate number and is subject to change based on Medicaid Unwind, which started earlier this year and is going through early next year.</p> <ul style="list-style-type: none"> • 18 for APTD. • 6 for MEAD. • 6 for HC-CSD.
7.	Section 2. Statement of Work, Subsection 2.2. Mandatory Questions, Paragraph 2.2.1., Q3, a).	Please clarify the number of days allowed from receipt of referral from the Department to submit review and suggested determination to the Department?	See Section 2.1.10., of the RFA and Addendum #1.
8.	Section 2. Statement of Work, Subsection 2.2. Mandatory Questions, Paragraph 2.2.1., Q3, b) and	Is it sufficient to provide a single process workflow that also demonstrates the ability to scale to meet case volume changes?	Vendors must include a workflow in response to both Q3 (b) and (c). These responses may be combined into one workflow as

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	c).		long as the Vendor provides a complete response that answers both questions.
9.	Section 2. Statement of Work, Subsection 2.2. Mandatory Questions, Paragraph 2.2.1., Q2 and Q4.	Please clarify the difference between the information sought in Question 2 and the information sought in Question 4.	In Q2, the Department seeks to know and understand the Vendor's expertise, as an expert, which is the advanced level of understanding of the RFA subject matter. In Q4, the Department seeks to know and understand actual Vendor historical experience with the RFA subject matter.
10.	Section 2. Statement of Work, Subsection 2.3. Finance, Paragraph 2.3.4., Subparagraph 2.3.4.3.	What are the specific details for when payments may be reduced or withheld?	Please see Appendix A, General Provisions Form P-37, Section 8, Event of Default. Specific details regarding noncompliance may be determined as part of the resulting contract.
11.	Section 9. Appendices To This Solicitation, Subsection 9.1. Appendix B – Culturally and Linguistically Appropriate Services (CLAS) Requirements.	Please clarify that Appendix B does not need to be completed until a Vendor is selected and only needs to be completed by the selected Vendor?	Only the selected Vendor is required to complete Appendix B.
12.	Section 9. Appendices To This Section, Subsection 9.4.	Please let us know if it is acceptable to provide a one-page introduction and content roadmap before Appendix D in addition to the attached, requested	No. Any documentation must be provided specifically in response to the question(s) the selected

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		workflows.	Vendor is responding to.