



SOLCITATION ADDENDUM

Issuing Agency:	NC Department of Insurance
Solicitation Number:	12-001261
Solicitation Description:	Independent Review Organization to Perform Reviews of Health Plan Utilization Review Noncertifications
Solicitation Opening Date and Time:	March 4, 2025, at 02:00 PM ET
Addendum Number:	2
Addendum Date:	January 28, 2025
Purchasing Agent:	Kimberly Williams

FAILURE TO RETURN THIS ADDENDUM MAY SUBJECT YOUR RESPONSE TO REJECTION.

1. The following are questions received about the Solicitation and the State's response to those questions:

Question #	Document Section	Vendor Question	State's Response
1	General Question	What is the annual volume of reviews that are expected under this procurement?	We do not have an estimated volume for this procurement. However, the total files for 2024: 1,767 files
2	RFP, Page 15, Section 3.4 EVALUATION CRITERIA	On page 15 of the RFP it states that the vendor should provide evidence of an established consulting arrangement with a medical doctor licensed to practice in North Carolina. Question: Is it required that the medical doctor reside in North Carolina or do they just need to be practicing?	Per NCGS: 58-50-87 (a) (6) "The Independent Review organization consult with a doctor licensed to practice in North Carolina to advise the independent review organization."
3	RFP, Page 15, Section 3.4 EVALUATION CRITERIA	On Page 15 of the RFP it states that the Evaluation Committee will evaluate whether the vendor is accredited by recognized organization as an Independent Review Organization. Question: Would URAC Health Utilization Management accreditation meet this requirement?	Per NCGS: 58-50-85 (c) "IRO organization shall be accredited by a nationally recognized private accrediting entity that the Commissioner has determined has Independent Review Organization accreditation standards".

4	Attachment H	Is the state expecting a vendor to have all specialties listed in Attachment H? If not, how will offerors be evaluated based on the number of specialties they provide in a response to this solicitation?	Please list the number of all specialists you contract with on Attachment H. This is information we need to find specialty matches for reviews.
5	Sourcing Event, Section 3.1 Solicitation Document	Document states 12-001200 IRO to Perform Reviews of Health Plan Utilization Review Non Certifications (2). Update the name of the document to 12-001261.	Document has been updated to reflect 12-001261 IRO to Perform Reviews of Health Plan Utilization Review Non Certifications (2).
6	Page 1 of 27 Informational table on this page, RFP Text	The Microsoft Teams meeting and Webex conference links provided do not have a meeting date or time. When will these meetings be held? Are they mandatory?	The date and time for the opening of proposals are shown above the Microsoft Teams information on page 2 of the RFP. Attendance is not mandatory.
7	Page 5 of 27, 1.0 Purpose and Background	RFP Text: The Department seeks to contract with multiple qualified Vendors. Question: Who are the current Vendors of this contract?	BHM Healthcare Solutions Roffe Enterprises, Inc Healthcare Quality Strategies, INC Keystone Peer Review Organization, INC Physio Solutions, LLC Federal Hearings and Appeals Services, INC Maximus Federal Services, INC Managed Medical Review Organization, INC Improve Peer Review Organization National Medical Reviews
8	Page 5 of 27, 1.0 Purpose and Background	RFP Text: Cost proposals must not exceed commercially reasonable fees charged for similar services in the industry as set forth in G.S 58-50-85(b). Question: What are the current fees being charged for these services?	Standard: \$400.00-\$850.00 Expedited: \$375.00-\$1,111.00
9	Page 5 of 27, 1.1 Contract Terms	RFP Text: The Contract shall have an initial term of two (2) years, beginning on July 1, 2025 Question: When will Vendors be notified of the contract award?	See Section 3.3 Proposal Evaluation Process. Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to IPS under the RFP number for this solicitation.
10	Page 18 of 27, Section 3.4 Price and Section 4.1 Pricing	RFP Text: The Evaluation Committee will establish a rate ceiling for cost proposals based on the current contracted Vendor's fee schedules as well as market information. Question: What is the established rate ceiling for cost proposals?	The committee will discuss the rate ceiling once costs proposals are opened.

11	Page 18 of 27, Section 3.4, E. References	<p>RFP Text: Completed, sealed, and signed references are to be enclosed within the Vendor's Technical Proposal.</p> <p>Question: If the vendor's proposal is to be submitted electronically via the Sourcing Tool, will the State accept electronic, signed versions of the references to be included in the vendor's technical proposal?</p>	Yes. Scan and upload the documents in Section 6.7 - ATTACHMENT I: REFERENCE QUESTIONNAIRE of the Sourcing Tool.
12	RFP section 2.6 PROPOSAL SUBMITTAL, page 8 of 27, item 2.	<p>RFP Text: Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response."</p> <p>Question: Please clarify the file size limitations and number of files allowed for upload.</p>	<p>File Size Limit is 100MB.</p> <p>Questions or issues related to using the Sourcing Tool can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM ET to 5:00 PM ET.</p>
13	N/A	How many reviews do estimate per year?	This information is not available for 2025. However, the total files for 2024 were 1,767 files.
14	N/A	What is the volume of toll-free calls the vendor should be prepared to service annually?	The number of calls will vary.
15	N/A	Does the toll-free call service need to accommodate multiple languages, if so which languages?	English language is appropriate for the toll-free number.
16	N/A	Our company currently provides prepayment provider claims services to NC DHS. Are we permitted to submit for this RFP without conflict?	Yes
17	N/A	Why are you looking for multiple vendors? Is it because of volume, deliverable variances, breadth of medical expertise required to cover the reviews?	Vendors who meet the technical qualifications as well as the pricing qualifications and can adapt to how NC DOI does business will have the opportunity to be vendors for our external review requests.
18	Page 18 of 27, Section 3.4, E. References	<p>Completed, sealed and signed references are to be enclosed within the Vendor's Technical Proposal.</p> <p>The RFP indicates hard copy references must be submitted. The RFP itself is to be submitted electronically. Please confirm hard copy submission of the references is required. If hardcopy is required, please provide the appropriate street address and any additional submission requirements to ensure they are sent to the appropriate place.</p>	The References hard copy can be scanned and uploaded electronically.

19	Page 24 of 27, Section 5.4 Technical Approach	<p>RFP Text: The Vendor's proposal shall include the completion of ATTACHMENT F: TECHNICAL APPLICATION Form and submission of supporting information. The Technical Application includes the following sections to be completed:</p> <ul style="list-style-type: none"> A. Organizational Management, Structure & Procedures B. National Accreditation C. Clinical Reviewers D. Organizational Experience E. References <p>Vendor's proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.</p> <p>Question: If the Technical Application (Attachment F) only allows the vendor to respond to A-E above, where does the vendor include "Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP Section 5.2 (a-s) pages 22-23 of 27 of the RFP?"</p> <p>Can the Vendor create a section in Attachment F: Technical Application after E. References titled Tasks/Deliverables to respond to Section 5.2 (a-s) of the RFP?</p>	<p>Reference Attachment F – Technical Application, Page 2, item A.1) g):</p> <ul style="list-style-type: none"> ■ Section 5.0 SCOPE OF WORK - Subsections 5.1 – 5.3; <p>Place your response in this section, to include the "Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP.</p> <p>The following will be added to Page 2 of Attachment F – Technical Application to identify items 1) through 10) as <u>Section A. Organizational Management, Structure & Procedures</u></p>
20	RFP section 2.7 PROPOSAL CONTENTS on page 9 of 27:	<p>RFP Text: The following RFP attachments are listed in RFP section 2.7 PROPOSAL CONTENTS on page 9 of 27:</p> <ul style="list-style-type: none"> g) Completed and signed version of ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION h) Completed and signed version of ATTACHMENT F: TECHNICAL APPLICATION FORM i) Completed and signed version of ATTACHMENT G: CONFLICT OF INTEREST ATTESTATON j) Completed and signed version of ATTACHMENT H: CLINICAL REVIEWER NETWORK ANALYSIS 	<p>The RFP document in the Sourcing Tool, RFP Section 2.7 Proposal Contents, pages 8-9 state the following:</p> <p>Vendor shall include the following items and attachments in the Sourcing Tool:</p> <p>Volume One</p> <ul style="list-style-type: none"> a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP; (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.

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		<p>The attachments actually included with the RFP, though, are the following:</p> <p>ATTACHMENT E: CUSTOMER REFERENCE TEMPLATE</p> <p>ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR</p> <p>ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION</p> <p>ATTACHMENT H: VENDOR REQUEST FOR EO50 PRICE MATCHING</p> <p>Question: Please clarify which attachments are correct and provide any files that may be missing from the RFP package.</p>	<p>b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.</p> <p>c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.</p> <p>d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.</p> <p>e) Vendor's Proposal addressing all Specifications of this RFP.</p> <p>f) Completed and signed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION</p> <p>g) Completed and signed version of ATTACHMENT E: CERTIFICATION OF FINANCIAL CONDITION</p> <p>h) Completed and signed version of ATTACHMENT F: TECHNICAL APPLICATION FORM</p> <p>i) Completed and signed version of ATTACHMENT G: CONFLICT OF INTEREST ATTESTATION</p> <p>j) Completed and signed version of ATTACHMENT H: CLINICAL REVIEWER NETWORK ANALYSIS</p> <p>k) Completed version of ATTACHMENT I: REFERENCE QUESTIONNAIRE</p> <p>l) Completed version of ATTACHMENT J: HISTORICAL SUMMARY INFORMATION ON REVIEW ACTIVITY</p> <p>m) ATTACHMENT K: STANDARD REVIEW FLOW DIAGRAM.</p> <p>n) ATTACHMENT L: EXPEDITED REVIEW FLOW DIAGRAM</p> <p>o) ATTACHMENT M: NORTH CAROLINA EXTERNAL REVIEW LAW.</p> <p>Volume Two</p> <p>Completed version of ATTACHMENT A: PRICING - VENDOR COST PROPOSAL FORM</p>
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Check **ONLY ONE** of the following options and return one properly executed copy of this Addendum prior to the Solicitation opening time and date.

- ☐ A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.
- ☐ A response was submitted prior to this Addendum. **NO CHANGES** have **resulted** from this Addendum.
- ☐ A response was **not** submitted prior to this Addendum. **ANY CHANGES resulting** from this Addendum are included in our response.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Authorized Signature

Date

Printed Name

Title