

Proposal Number: 270-20250407DAS

Vendor: _____

Date: April 16, 2025

RFP Number: 270-20250407DAS

RFP Description: Data Aggregation Services

Addendum Number: 1

Using Agency: The North Carolina State Health Plan for Teachers and State Employees

Purchaser: Aaron Vodicka

Opening Date / Time: May 2, 2025 @ 10:00 AM ET

INSTRUCTIONS:

1. This Addendum is issued in response to questions submitted.
2. Section 5.1 Minimum Requirements is amended and restated as Section 5.1 First Amended and Restated Minimum Requirements solely to adjust the numbering and formatting of the numbering within the table. The rest of Section 5.1 remains unchanged.
3. In response to Vendor Questions 30 and 37, Section 2.4 is amended and restated as Section 2.4 First Amended and Restated RFP Schedule solely to adjust the date in the final row describing when services begin. This date has been changed to the correct date of September 1, 2025. This change harmonizes this date with the Contract term as stated in Section 1.1, "Contract Term."
4. In response to Vendor Question 106, Attachment A: Cost Proposal is amended and restated as First Amended and Restated Attachment A: Cost Proposal to remove the second page of Attachment A (page 34 of the RFP).
5. Vendors shall return one executed copy of this Addendum Number 1 with your Technical Proposal. Failure to sign and return this Addendum Number 1 may result in rejection of your proposal.

Execute Addendum Number 1. RFP Number 270-20250407DAS:

Vendor: _____

Authorized Signature: _____

Name and Title (Print): _____

Date: _____

No.	Reference	Vendor Question	Answer
1.	eVP RFP	The online RFP seemed to show two Addenda but we were not able to access those. Has any Addendum been added yet to the RFP? If so, where and how can we access it/them?	The Plan has not released any addenda other than this addendum.
2.	eVP 2.5, PROPOSAL QUESTIONS, page 7 2.6, PROPOSAL SUBMITTAL, page 9	The RFP states " <i>Questions received prior to the submission deadline date in Section 2.4 RFP Schedule, the Plan's response, and any additional terms deemed necessary by the State will be posted in the form of an Addendum to the electronic Vendor Portal, https://evp.nc.gov, and shall become an Addendum to this RFP.</i> " There are 2 addenda posted on the eVP with a message stating " <i>This solicitation has been modified in Ariba and posted as an addendum. Please log in to Ariba and review for any updates.</i> " Will the addenda be posted on the eVP?	The Plan has not released any addenda other than this addendum.
3.	General	Will any 3rd party consultants require access to the platform? If yes, please provide the names and number of licenses required.	At this time, the Plan does not know whether a third-party consultant will need access to the platform. Any cost related to access and/or licensing should be included in the cost proposal.
4.	General	Will you confirm whether the state has any restrictions regarding the use of offshore resources?	The Plan prefers that Vendors use resources located in the United States. As part of their proposal submission, Vendors must submit Attachment E: Location of Workers Utilized by Vendor, which is included in the posted RFP. As Section 3.5 and Attachment E describe, offshore resources are not prohibited, though use of offshore resources will be evaluated to ensure that any award will be in the best interest of the Plan.

No.	Reference	Vendor Question	Answer
5.	General	What are your top priorities when it comes to managing healthcare spend and member outcomes over the next 12-24 months?	The Plan does not have a specific list of priorities at this time. Through this RFP, the Plan hopes to obtain services that will assist it in analyzing the data in order to develop a priority list.
6.	General	Are there any initiatives around integrating AI and machine learning into your benefits strategy?	There are currently no initiatives around integrating AI and machine learning into the Plan's benefit strategy.
7.	General	What specific challenges have you encountered with current or previous healthcare analytics solutions?	While the Plan has claims data, the Plan does not currently have the tools and resources to evaluate and analyze the data.
8.	General	To help us align our approach with your financial planning, is there a target budget range or investment level for this initiative?	There is not a target budget. The Plan will evaluate the bidders based on their offerings and the associated costs.
9.	General	Can you share a bit about your current analytics/reporting setup? Is there an existing solution or vendor you're looking to supplement or replace?	The Plan has a data warehouse that contains claims and pharmacy data. To date, the Plan has not supplemented this data with clinical information or other data, nor does the Plan currently have the staff with the appropriate expertise to evaluate the data.
10.	General	Could you share which stakeholders or teams will be using the analytics platform and what their primary roles or goals are?	Plan staff, and possibly the Plan's actuary, will utilize the data for a variety of purposes including, but not limited to, evaluating the utilization and health of all members to develop new programs and initiatives.
11.	General	What is the total number of resources which the client is expecting to work on this project?	There will be different Plan resources assigned for different phases of the project. There will be two to four resources assigned to implementation. Once implemented, five or six

No.	Reference	Vendor Question	Answer
			resources, maybe more, will utilize the data.
12.	General	Is there any budget allocated for this contract? If yes, can you please let us know the same?	The Plan has not allocated a specific budget for this project. The bids will be evaluated based on content and cost.
13.	General	Do we need to submit live resumes or sample/template resumes?	The Plan expects to see actual resources and their resumes if those resources are known.
14.	General	Is the work onsite or remote?	The Vendor's resources will primarily be remote, though Section 6.2 does permit the Plan to request on-site meetings.
15.	General	Will the agency allow us to provide replacement personnel with similar or more skill sets?	Vendors will be able to replace resources, as needed, although Section 4.8 requires that the Vendor obtain the prior written approval of the Plan's Contract Administrator to substitute key personnel. Section 4.8 also provides that the Plan has the right to request new resources if those provided are not satisfactory.
16.	General	Given the complexity of this RFP, Is there a possibility of an extension of 2 weeks for the deadline to allow for more preparation and clarification of certain aspects of the RFP?	The timeline for this RFP will not be extended.
17.	RFP cover page	Is the "eVP number" on the cover page the "customer number" in the eVP portal?	Yes, the "eVP number" on the RFP cover page is the "customer number" in the eVP portal.
18.	Section 1.0 pg. 5	Who is the incumbent vendor for population health analysis and management?	The Plan does not currently have an incumbent vendor for population health analysis and management.

No.	Reference	Vendor Question	Answer
19.	Section 1.0, Page 5	Is there an incumbent?	The Plan does not currently have an incumbent vendor for population health analysis and management.
20.	Section 1.0 Page 5	Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?	The Plan does not currently have an incumbent vendor for population health analysis and management.
21.	Section 1.0 -- Purpose, Page 5	What types of insights and reports are most valuable to the Plan's leadership, Board, and stakeholders? (e.g., executive dashboards, risk stratification models, detailed provider scorecards) Can you provide examples of past reports, dashboards, or insights currently delivered to the Board, Treasurer, or stakeholders?	The Plan is interested in seeing what the vendor has to offer and will not be providing samples.
22.	Section 1.0 -- Purpose, Page 5	Will the Plan require regular reporting on predefined KPIs or support for ad hoc strategic analyses?	The Plan would like predefined KPI reporting and support for ad hoc analysis.
23.	Section 1.0 -- Purpose, Page 5	Are there particular quality or performance metrics currently used to evaluate population health outcomes and provider impact? (e.g., HEDIS, Star Ratings, Plan-defined benchmarks)	The Plan does want these types of reports but also needs the ability to develop its own reports using vendor tools.
24.	Section 1.0 -- Background	The reduction in total NCSHP members of 740,000 to the focused population of 572,000 members seems to be related to the funding mechanism (i.e. self-funded vs fully insured). Is that the determining factor between these two populations? If so, if the selected Vendor can ingest fully insured data (e.g. claims, eligibility, demographics, etc.), would NCSHP consider expanding the focused population to include all 740,000 members?	The Plan is focused on its self-funded members. The fully insured members are managed by the Plan's Medicare Advantage vendor. There is no need for the Data Aggregation Services Vendor to ingest that data.
25.	Section 1.0 Purpose and Background, Background State Health Plan, Page 5	The section states that there are 740,000 eligible lives, the services herein are focused on 572,000 plan members. Can the State verify the delta in eligible lives and plan members may be because only 572,000 of those eligible are participating in	This Contract is focused on the self-insured members. There are currently approximately 572,000 self-funded members. This includes both subscribers and dependents.

No.	Reference	Vendor Question	Answer
		the plan(s)? Additionally is the 572,000 inclusive of dependents?	
26.	Section 1.0 Purpose and Background, Background State Health Plan, Page 5	Can the State provide information on what the rate of additions, changes and removes of members to or from the plan is on a monthly or annual basis?	Plan membership changes daily. Anywhere between a few hundred to a few thousand members come and go in any given month.
27.	Section 1 -- Background, State Health Plan, Page 5	Are there any specific populations or programs the Plan wants to focus on initially (e.g., retirees, early intervention, behavioral health, high-cost claimants)?	This RFP focuses on both active and non-active self-funded members. Through these services, the Plan will be evaluating the utilization and health of all members in the self-funded plans to develop new programs and initiatives.
28.	Section 1 -- Background, State Health Plan, Page 5	Does the Plan expect the vendor to conduct comparative analyses between self-funded members and the fully insured (Medicare Advantage) populations?	The Plan does not expect the Vendor to conduct a comparative analysis between self-funded and fully-insured members.
29.	Section 1 -- Background, Plan Vendors, Page 5	Can you confirm whether vendors like iTEDIUM (COBRA) or Healthcare Horizons (audit) will also provide data inputs, or are they outside the data aggregation scope?	At this time, the Plan's focus is to include data from the Plan's Third-Party Administrators ("TPAs"), Pharmacy Benefit Managers ("PBMs"), enrollment and eligibility services vendors, along with other source data.
30.	Section 1.1 Contract Term, Page 6 and 2.4 RFP Schedule, Page 7	Both sections reference contract terms starting on June 1, 2025, with a three-month implementation beginning on June 1, 2025, and ending on August 23, 2025. Section 2.4 lists Services begin on September 1, 2026. Can you confirm that if this is correct or if the Service Begin date is September 1, 2025?	The implementation period will be from June 1 through the end of August 2025 with services beginning September 1, 2025. This Addendum includes an amendment correcting the schedule as listed in the RFP.
31.	Section 2.1, page 6	If one of the Plan's existing Vendors are awarded this RFP, can the Plan confirm that the existing Contract between the Plan and the Vendor would be amended to add the scope of services, fees, and performance guarantees from this RFP to that existing Contract?	No. The Plan will award a new Contract to a Vendor as a result of this RFP. If a Vendor with whom the Plan has a current contract is awarded the Contract as a result of this RFP, then that Vendor will have two

No.	Reference	Vendor Question	Answer
			separate contracts with the Plan.
32.	2.3 Notice to Vendors Regarding RFP Terms and Conditions / 4.14 Contract Documents, pages 6, 20	Would the Plan accept Vendor submissions of addenda associated with the proposed offerings (e.g., license agreements, service level agreements) that do not directly conflict with the terms of the RFP?	Bidders may offer additional services in their Technical Proposal Response and should provide pricing associated with those additional services in Attachment A: Cost Proposal.
33.	Section 2.4 – RFP Schedule	Given the contract timeline, will NCSHP direct and require current Plan vendors (e.g. data sources) to complete all necessary contracting within a set period of time (e.g. 7-10 business days) to ensure that there are no delays in the overall timeline? Any insight that can be shared with regard to the assistance NCSHP will provide assuring timely data provision from the data sources (e.g. TPA, PBM, etc.) will be helpful.	The Plan intends to kick off the implementation Monday, June 2. The intent is to complete the Business Requirements Document (“BRD”) for the claims and enrollment history that first week. Once that is finalized the data can be provided within a couple of weeks. The BRDs for the ongoing vendor data will be developed and finalized by the end of June. The Vendor will have to set up file transfers with Plan vendors to receive ongoing data.
34.	Section 2.4, Page 6	Could there be an extension to Deadline for Submission of Proposals from May 2nd to May 9th?	There will not be any extensions.
35.	Section 2.4, page 7	Can the Plan confirm if the data files for each Plan vendor could be delivered to the awarded Vendor no later than 6/30/25 for a 9/1/25 Go Live date?	As long as the Vendor is able to finalize the historical data BRDs with the Plan during the first week of June, historical data will be provided by the end of June 2025.
36.	Section 2.4 pg. 7	Is there opportunity for a system demo before contract award? If so, where does this fall in the timeline?	There will not be a system demonstration.
37.	2.4, RFP SCHEDULE, page 7	The RFP schedule lists Services Begin on September 1, 2026 – please confirm that the year is correct.	Services will begin on September 1, 2025. This Addendum includes an amendment correcting the schedule as listed in the RFP.
38.	2.4, RFP SCHEDULE, page 7	Will the state consider granting an extension for the proposal deadline?	There will not be an extension.

No.	Reference	Vendor Question	Answer
39.	Section 2.6, pages 7 & 8	Acknowledging that we are prohibited from submitting via USPS and that vendors must use a different parcel or package delivery service, please confirm if hand-delivery by the proposing entity will be accepted.	As stated in the question and as the RFP notes, Vendors are prohibited from using the USPS to submit their bids because the USPS does not deliver directly to the Plan's office address. Vendors are permitted to hand-deliver their bids to the Plan's office address.
40.	2.6 Proposal Submittal sub-section a)	Can the State confirm that the submission should include 11 total copies of the proposal – each in it's own binder	There should be two signed, original executed technical and cost proposals and nine copies of the technical and cost proposals, for a total of eleven unredacted versions of the technical and cost proposal. The technical and cost proposals should be in separate binders, each binder no more than 3". If Vendors desire to submit redacted versions of the proposals for the Plan to use in response to public records requests, Section 2.6 requires Vendors to submit an additional physical copy and an electronic copy of the technical and cost proposals with redactions.
41.	2.6 Proposal Submittal sub-section a)	Can the State clarify – will each hard copy submission need to be in it's own sealed package? Or, can all copies of the Technical Proposal be in one package, and all copies of the Cost Proposal be in another package?	Each hard copy submission does <i>not</i> need to be in its own sealed package. All copies of the Technical Proposal can be in one package, and all copies of the Cost Proposal can be in another package. Flash drives must be clearly marked and in a separate envelope, but that envelope containing the flash drives may be included with either the Technical Proposal or Cost Proposal.

No.	Reference	Vendor Question	Answer
42.	2.6 Proposal Submittal sub-section e) and f)	Should the flash drives be packaged individually, can they be packaged together? Can they be included with the hard copies.	The flash drives may be packaged together and may be included with the hard copies per Section 2.6.c). Please clearly mark each individual flash drive.
43.	2.6, Proposal Submittal, page 8	Are e-signatures acceptable for original executed copies?	Yes.
44.	2.7 Proposal Contents, item b)	<p>The outline states the following: b) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda...</p> <p>What is meant by "along with the Body of the RFP"? Please confirm the sections or page numbers in the RFP document that should be included in this section in the proposal response.</p>	The "body of the RFP" refers to the entire RFP document as posted on the eVP website, minus the Attachments. This begins with the RFP cover page on the first page and ends with the final table of Section 6.10 Deliverables, Performance Guarantees, and Reduction in Fees on page 32 of the posted RFP. With your proposal, please return an entire copy of the pages included in that range.
45.	2.7 Proposal Contents, item I)	<p>The outline states the following: I) Completed and signed two originals of Attachment I: Business Associate Agreement.</p> <p>Is the expectation that we provide 2 signed originals in each of the 2 Original RFP Submissions (4 total originals of the BAA) AND 2 copies in each of the 9 copy submissions? Or that we are to submit one signed original in each of the 2 original RFP Submissions and one copy in each of the 9 copy submissions</p>	Vendors shall submit one signed original in each of the two original RFP submissions, for a total of two originals of the BAA. Vendors are to submit one copy of the signed BAA in each of the nine copy submissions.
46.	2.7 Proposal contents, page 9	<p>Please confirm Attachments B to J should be included in the Technical Proposal and not in the Cost Proposal volume (since Cost Proposal is to be separate from the Technical proposal).</p> <p>Please confirm it is sufficient to include b) "EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda released in conjunction with this RFP" only in the</p>	Attachments B through J should be included in the Technical Proposal and not in the Cost Proposal. Item b) of Section 2.7, "EXECUTION PAGES, along with the body of the RFP and signed receipt pages of any addenda released in conjunction with this RFP," should only be included with the Technical Proposal, and

No.	Reference	Vendor Question	Answer
		Technical Proposal and not in both volumes.	not with the Cost Proposal.
47.	2.8 Alternate Proposals – Reserved	Can the State please clarify what this section means, or what is required?	This section has been marked “reserved” because it is not being used in this procurement. Therefore, nothing is required related to this section.
48.	Section 3.1, Page 14	What is the contract type?	The contract is for data aggregation services for population health analysis and management and will be awarded as a result of this Request for Proposals.
49.	4.1, Page 17	What is the estimated budget range or estimated LOE?	There is not a budget assigned to this Contract. The Plan will evaluate the offering and the cost of each Vendor’s proposal.
50.	Section 4.4 HUB Participation	Can the State please clarify what this section means, or what is required?	This section has been marked “reserved” because it is not being used in this procurement. Therefore, nothing is required related to this section.
51.	Section 4.5 – Vendor Experience	Can the State please clarify what this section means, or what is required?	This section has been marked “reserved” because it is not being used in this procurement. Therefore, nothing is required related to this section.
52.	Section 4.7 pg. 18	Is there a required or preferred vendor to utilize for background checks?	There is not a required or preferred vendor for this service.
53.	Section 4.13 Confidentiality and Protection of Proprietary Information, Page 20	How is this information managed currently in the state HIE system or with vendor reporting? Is BH information currently shared on the HIE system and across vendors for PHM purposes?	The Plan and the State HIE are separate State agencies. The Plan does not currently maintain an active data-sharing agreement with the State HIE and, therefore, does not currently have specific protocols in place for information management and sharing related to this entity.
54.	5.1 Minimum Requirements and 5.2	In the Minimum Requirements section, it’s stated that these items	Along with duplicating the Minimum Requirements

No.	Reference	Vendor Question	Answer
	Vendor Technical Proposal Responses	<p>should be addressed in our response. However, there doesn't appear to be any specific criteria or guidance provided on this response, and the questions in the Technical Response section are primarily formatted as "CONFIRM" or "DOES NOT CONFIRM."</p> <p>Could you please confirm whether you are also expecting a narrative response that addresses the Minimum Requirements separately from the Technical Response section?</p>	<p>table as described in the third paragraph of Section 5.1, Vendors should include a Minimum Requirements response—as described in the fourth paragraph of Section 5.1—that clearly demonstrates that the Vendor satisfies all Minimum Requirements. Vendors should reference this Minimum Requirements response within the duplicated Minimum Requirements table.</p> <p>If the Minimum Requirement only asks the Vendor to confirm a response, then "confirmed" or "not confirmed" is all that is needed. If, however, the requirement asks the Vendor for a description, then that is what the vendor should provide. Minimum Requirement number 1, for example, asks for a description. Some Minimum Requirements, such as Minimum Requirement number 4, asks the Vendor to confirm and provide; therefore, that is what the Vendor should do.</p>
55.	5.0, SPECIFICATIONS AND SCOPE OF WORK, 5.1, MINIMUM REQUIREMENTS, 5.2, VENDOR TECHNICAL PROPOSAL RESPONSES,	Do you have an estimated sizing for the data?	Approximately 500 GB of raw data.

No.	Reference	Vendor Question	Answer
	Data Size, pages 22-28		
56.	Section 5.1 Minimum Requirements	In this section, in the third paragraph, it states, "The Vendors shall duplicate the Minimum Requirements Table below and provide the RFP section number and page number reference to the location within the Vendor's Proposal where the minimum requirement has been satisfied." Can the state please provide additional guidance, or more information on what is expected from a Vendor's Proposal? Does the Technical Proposal and Cost Proposal along with all attachments, make up the full Vendor Proposal, or is there an area where the State expects to see detailed descriptions of the product and its capabilities?	Along with duplicating the Minimum Requirements table as described in the third paragraph of Section 5.1, Vendors should include a Minimum Requirements response—as described in the fourth paragraph of Section 5.1—that clearly demonstrates that the Vendor satisfies all Minimum Requirements. Vendors should reference this Minimum Requirements response within the duplicated Minimum Requirements table.
57.	Section 5.1 pg. 23	Are the two references noted in section 7 of minimum requirements in addition to the three references required in Attachment D: Customer Reference Template? How many total references should be current clients?	No, the references in Minimum Requirement #7 are not in addition to those submitted in Attachment D: Customer Reference Template. Vendors should fully complete Attachment D: Customer Reference Template by submitting three references. A Vendor may submit the same references in response to Minimum Requirement #7 as those that said Vendor submits on Attachment D: Customer Reference Template. While Vendors may reference Attachment D: Customer Reference Template in their Minimum Requirements Response, it is imperative that Vendors include, in their Minimum Requirements Response, sufficient

No.	Reference	Vendor Question	Answer
			description regarding each reference to permit the Plan to evaluate whether the Vendor meets that Minimum Requirement.
58.	Section 5.1 MINIMUM REQUIREMENTS, Requirement #3, Page 23	Can the state confirm which grouping methodologies (e.g., risk groupers, episode groupers, disease groupers) the state currently utilizes, and whether these can be leveraged to support the data aggregation and analytics requirements outlined—particularly around benchmarks, risk adjustment, and social determinants of health?	The Vendor is expected to propose methodologies to enhance analytics capabilities.
59.	5.1 Minimum Requirements # 1	Regarding the requirement to provide “documentation that it has at least five years of experience providing data aggregation and population health analysis.” What specific form of documentation is the State looking for?	The Vendor should provide a short history of its data aggregation services.
60.	5.1, Minimum Requirements, Item 1, Page 23	Given the Plan is looking for a "secure cloud-based infrastructure", is the expectation that the Vendor will deploy the solution in their cloud instance or the Plan's? If the Plan's please share the cloud provider for planning and solutioning purposes. If the Vendor's, please provide whether there is a preference between cloud providers, such as Azure or AWS.	The Plan has an expectation that the proposed solution would be deployed in the vendor's cloud instance.
61.	5.1, Minimum Requirements, Item 1, Page 23	If the Vendor is expected to deploy the solution in their cloud, is the Plan open to the Vendor passing the cost of the cloud usage and consumption through to the Plan at cost?	The cost proposal should be inclusive of this cost.
62.	5.1, Minimum Requirements, Item 1, Page 23	For the Initial load of data, how soon after the contract execution date will the Plan provide the data to the Vendor? This has a direct impact on the Vendor's ability to meet certain deliverables.	As long as the Vendor is able to finalize the historical data BRDs with the Plan during the first week of June, historical data will be provided by the end of June 2025.
63.	5.1, Minimum Requirements, Item 1, Page 23	For the initial load of data, how many years worth of data is the Plan planning to include? Can you	January 2022 through May/June 2025. The raw

No.	Reference	Vendor Question	Answer
		provide volume metrics for the historical data?	data files are estimated to be 500 GB.
64.	5.1, Minimum Requirements, Item 1, Page 23	For ongoing refreshes of data, what is the frequency that each data source will be provided? Can you provide predicted volume metrics for the ongoing data?	Pharmacy claims data files that are approximately 2 GB each will be provided twice a month, Medical claims data of approximately 7 GB each month, and Enrollment data of approximately 2.5 GB each month.
65.	5.1, Minimum Requirements, Item 3, Page 23	For social determinants of health, is the Plan expecting the Vendor to provide third party data to support these detailed analytics?	The Plan expects the vendor to provide third party data to support this requirement.
66.	5.1.3, MINIMUM REQUIREMENTS, page 23	Are there intentions of leveraging 3M for Inpatient and Outpatient payments in the future i.e. APR-DRGs and EAPGs? If so, what is the timeline?	The Plan is seeking proposals for services to support policy decisions, including those related to payment strategies. The Plan expects the vendor to provide third party data to support this requirement. Further, the Plan expects this type of analysis to be integrated in an early phase of the project. At Go-Live, the Plan's existing data should be fully integrated. The next phase would include integrating external data and analytics. The priorities will be established during the implementation.
67.	5.1.5, Minimum Requirements, page 23	Would the sharable dashboards be available only to authenticated users or for public viewing?	Non-aggregated dashboards will be used for Plan staff or partners only. Aggregated dashboards may be shared publicly.
68.	Section 5.0 Specifications and Scope of Work, 5.1 Minimum Requirements, Page 23, Table Line 7	Does the 100K threshold have to be met under a single entity or a group covered by a single entity (TPA/PEO)? Additionally, this section asks for 2 references, but Attachment D is requesting 3. Can you confirm the number references to be included?	Vendor must have one client with at least 100,000 lives. A Vendor may submit the same references in response to Minimum Requirement #7 as those that said Vendor submits on Attachment D:

No.	Reference	Vendor Question	Answer
			Customer Reference Template. While Vendors may reference Attachment D: Customer Reference Template in their Minimum Requirements Response, it is imperative that Vendors include, in their Minimum Requirements Response, sufficient description regarding each reference to permit the Plan to evaluate whether the Vendor meets that Minimum Requirement.
69.	5.1 Minimum Requirements # 11 b	<p>Regarding the following language in this cell: "The Vendor shall provide a crosswalk document along with full unredacted copies of the third-party security certification or assessment reports, and any necessary bridge letters. The Vendor shall also identify which specific Data Centers, Business Applications or Systems are covered by the third-party opinions or attestations will be used to provide the Services under this Contract."</p> <p>Are vendors being asked to confirm they will provide this information upon selection or is the expectation that vendors provide this documentation within the RFP submission?</p>	The expectation is that Vendors will provide this information within the RFP submission.
70.	5.1 Minimum Requirements # 20	<p>Regarding the language "The Vendor shall submit two (2) completed and signed originals of Execution Page."</p> <p>Please clarify if vendors are to provide 1 original of the execution page in each of the original RFP submissions or 2 originals in each of the two original RFP submissions? (4 originals total) and clarify if vendors should provide 1 or 2 copies within each of the 9 copy submissions.</p>	Vendors are to provide one original of the execution page in each of the original Technical Proposals. Only one copy of the execution page should be included in each of the copies of the Technical Proposal.

No.	Reference	Vendor Question	Answer
71.	Section 5.1, Page# 23	Please let us know what needs to be submitted as documentation for showcasing our experience	The Vendor simply needs to provide a narrative to document its experience.
72.	Section 5.2 , Page# 25-28	Please explain more in detail what needs to be submitted as a part of the technical proposal response?	The Vendor must respond to each requirement with either the statement "Confirmed" or the statement "Not Confirmed" to confirm whether the Vendor agrees to each item in the Technical Proposal.
73.	Section 5.2.1 Standard Services A) Overview and Expectations	Can the State clarify what content is expected for this section?	Nothing is expected. This is simply an overview and an outline of the Plan's expectations.
74.	Section 5.2.1.1.A.(4), page 26	Is the Plan able to share the file layout for each of the existing data files that are in place between the Plan and Plan vendors?	The file layouts will be shared during the implementation.
75.	5.2.1.1.A.4, Implementation, page 26	Please clarify on whether the three-month implementation timeline refers to a minimum viable product or full implementation. Does this imply that vendors have all the data integrated and reports ready or users just access to the platform?	At the end of the three-month period, the Vendor should have all Plan data imported and available to their solution's reports.
76.	5.2.1.1 (6) pg. 26	How often does the State expect the database to be updated?	Updated membership and medical claims data will be available monthly and pharmacy data twice a month; therefore, the Plan expects the data to be updated at a minimum twice a month.
77.	Section 5.2.1.1 Implementation, Item 7, Page 26	Can the State elaborate on expectations for statement "If a Plan vendor is unable to provide historical data."? Was there additional information that was to follow this statement? For example, is there a governance committee and relief for performance guarantees for this and other data expectations from third parties?	To ensure Vendors obtain the historical data in a timely manner, the Plan will provide data from 2022 – May/June 2025. The Vendor will have to set up file transfers with Plan vendors to receive ongoing data.
78.	5.2.1.1 Implementation, Page 26	Can the data aggregation services implementation vendor assume that the source data required for the project—specifically from the TPAs, PBMs, eligibility and enrollment vendors, and the HIE—is already available and accessible through the Plan, or should the Vendor plan to build new interfaces or data	The Plan has data from the TPA, PBM and eligibility and enrollment services vendor and will provide historical data from each vendor. The Vendor will have to establish file transfers with each vendor to

No.	Reference	Vendor Question	Answer
		integrations with each source system?	receive ongoing data. The Plan does not currently have data from HIE.
79.	Standard Services . Page No 26	What kind of data aggregation for population health management services are expected from the vendor?	The Plan desires a vendor who takes our data and provides analysis and reporting for our population health efforts as documented in the minimum and technical requirements of the RFP.
80.	Standard Services . Page No 26	Is there any specific tools that a vendor must use to access the data?	The vendor will need to be able to receive and/or retrieve data from the Plan and its vendors' SFTP servers.
81.	Standard Services . Page No 26	Do we have any connectors /API to access data from different plans?	The Plan does not currently have API access to other data.
82.	5.2.1.2 (4) & (5) pg. 27	Please provide samples of past projects or initiatives, including description and scope.	This is the Plan's first data aggregation contract of this type; therefore, there are no samples to share.
83.	5.2.1.3 Business Solutions, Item 3, Page 27	Can the Plan provide more details on the types of third-party (clinical and non-clinical) or supplemental data sources (e.g., Health risk assessments, member surveys, EHRs, social services data, state public health data, digital health tools) the Plan currently collects or intends to incorporate? Are there preferred file formats, data standards (e.g., HL7, FHIR, CCD, flat files, EDI, X12), or integration methods the Vendor should support?	The Plan does not currently collect supplemental data. It's the Plan's expectation that the Vendor will obtain and integrate this data with the Plan's enrollment and claims data.
84.	5.2.1.3 Business Solutions, Item 6, Page 27	Of the potential use cases outlined (e.g., population health assessment, cost and utilization analysis, network performance, emerging risk detection, etc.), are there any of these that the Plan identifies as a higher priority than others listed?	Each of these areas is important to the Plan.
85.	5.2.1.3 Business Solutions, Item 6, Page 27	Does the Plan have any predictive modeling needs like rising-risk member detection, cost forecasting, or gaps in care identification?	Yes, the Plan would like predictive modeling.

No.	Reference	Vendor Question	Answer
86.	5.2.1.3 (12) pg. 27	Is the requested consolidated flat file to be made up of claims and eligibility data only?	A consolidated flat file is expected to include all data elements ingested and integrated by the Vendor, as requested by the Plan.
87.	Business Solutions Page No 27	What kind of AI tools would you expect from the vendor for data analysis?	The Plan expects best of market available AI tools that are relevant to the requirements of this contract.
88.	Business Solutions Page No 27	What kind of Cohort Advanced Analysis Techniques would you expect from the vendors?	The Plan is looking for the vendor to use its analysis solutions to provide recommendations to the plan.
89.	5.2.1.3.12, Business Solutions, page 28	What is considered "all data elements"? Will a data dictionary be provided?	The Plan is requesting the vendor to send a flat file of all data generated by the vendor each year to the Plan. The Plan will provide existing documentation and layout files for Plan data. The Vendor is expected to provide a data dictionary for any data files created.
90.	5.2.1.3.A.14, Business Solutions, page 27	Will the Plan partners only have access to data transferred or are they also users of the proposed system?	The Plan is looking for a Vendor who will prepare data that meets the specifications of Plan Partners and transfer data to Plan Partners upon request. Some Plan Partners may be approved to access the proposed system.
91.	5.2.1.4 (3) pg. 28	Is an Excel-based tool required if Vendor's solution includes this functionality?	The requirement is for the "Solution" to support Excel-based tools.
92.	5.2.1.4.A.1, User Experience, page 28	Have the roles and user types been identified?	The roles and user types have not been identified. The Plan needs to understand the solution first.
93.	5.2.1.4.A.2, User Experience, page 28	Can you confirm the number of users that will have access to the interactive dashboards?	The Plan does not have a final answer but would not anticipate more than 10 users with this access.
94.	5.2.1.4.A.4, User Experience, page 28	Can you confirm how many advanced users would have access to the data for more detailed analysis?	The Plan does not have a final count but would anticipate the number to be less than 10.

No.	Reference	Vendor Question	Answer
95.	User Experience, Page No 28	What are the different role based permissions you are looking to implement?	The roles and user types have not been identified. The Plan needs to understand the solution first.
96.	User Experience, Page No 28	Could you elaborate the hierarchy on which drilldown can be performed?	The Plan would expect drilldown capabilities where data is logically connected and provides more detailed analysis levels in dashboards.
97.	Sections 6.1, 6.4, 6.6.	Can the State please clarify what response is required in these sections?	This section has been marked "reserved" because it is not being used in this procurement. Therefore, nothing is required related to this section.
98.	Section 6.10 - Deliverables, Performance Guarantees, and Reduction in Fees	Pursuant to subsection 6.10.a.v. and Schedule I. Implementation Performance Guarantees, will NCSHP direct and require current Plan vendors to execute the Confidentiality Agreement(s) and BRD(s) as provided by the Vendor within a set period of time (e.g. 7-10 business days)? Furthermore, as described in subsection 6.10.a.v. will the reduction in Vendor fees be waived in the case of a Plan vendor failing to meet these requirements?	<p>As indicated, the Vendor shall provide a written explanation to the Plan no later than seven calendar days, or as soon as practical, prior to the due date of any Deliverable if such a delay is anticipated. This notice shall not relieve the Vendor of its responsibility, or of any reduction in fees, for untimely completion of Deliverables in accordance with the Contract.</p> <p>As stated in Section 6.10.a.v., the Plan retains the sole discretion, but shall not be required, to determine that a performance guarantee reduction-in-fees should be waived because circumstances outside the Vendor's control were a significant contributing factor to the Vendor's failure to meet the established timeframe or Deliverable.</p>
99.	Section 6.10.c, page 31	Execution of a Confidentiality Agreement with each of the Plan's	The Plan's vendors are aware of this RFP and the

No.	Reference	Vendor Question	Answer
		vendors requires cooperation between all parties. Please confirm the Vendor who is awarded this Contract will not be subject to Performance Guarantee penalties for delays executing the Confidentiality Agreement if the delay is caused by another Plan vendor.	timelines. The Plan will work with the vendors to ensure they are ready to go. As stated in Section 6.10.a.v., the Plan retains the sole discretion, but shall not be required, to determine that a performance guarantee reduction-in-fees should be waived because circumstances outside the Vendor's control were a significant contributing factor to the Vendor's failure to meet the established timeframe or Deliverable.
100.	Section 6.10.c, page 31	Regarding this Performance Guarantee: "Within 30 calendar days of receiving the last required data file from the Plan or the Plan's vendor(s), Vendor's solution will be live and available to the Plan." Is this PG in reference to the implementation phase, or is this in reference to the turnaround time to load/process/make data available to the Plan as part of ongoing operations post initial Go Live?	This Performance Guarantee applies to Go-Live only.
101.	6.10, Page #31	Does the table imply the penalties associated with the contract?	The monetary risk is in the third column of the table.
102.	Section 6.10 Deliverables, Performance Guarantees, and Reduction in Fees, Page 31 & 32	The State has determined performance guarantees for missing key schedule targets, will the State consider incentives to the vendor if they exceed the stated key schedule targets?	There will be no changes to the terms of the Contract.
103.	Attachment A - Cost Proposal, page 33	Can you please confirm that the Plan's definition of "per member per month" for the purpose of calculating the monthly administrative fee includes only subscribers who are enrolled in one or more Plan benefits, and does not include covered dependents? Table 1 does say "based on total subscribers" but would like to confirm since the paragraph above Table 1 mentions "members."	Per Member Per Month includes dependents. It is enrolled subscribers and their dependents.

No.	Reference	Vendor Question	Answer
104.	Attachment A - Cost Proposal, page 33	For Table 1 monthly standard service fees, if the Vendor's monthly fee is based on a PMPM rate, is the Plan expecting to see the PMPM rate within the table (ex: "\$XX.XX PMPM"), or is the Plan expecting to see the total monthly fee amount based on the PMPM rate X 572,000 members?	The Plan expects to see the PMPM rate.
105.	Attachment A - Cost Proposal, page 33	In the Additional Optional Services Fees table, the Plan has noted North Carolina Medical Board Affiliation. Can the Plan elaborate on the benchmarks desired based on the North Carolina Medical Board Affiliation?	The items listed in the Additional Services section are not required. These are examples of the types of additional services a Vendor might offer. Vendors should only list services currently available and already operationalized by the Vendor.
106.	Attachment A (pg. 34)	Was this page intentionally left blank?	There is no additional information missing due to the incorporation of this blank page. Attachment A should only be one page. Vendors should refer to the Amendment section below.
107.	ATTACHMENT A: COST PROPOSAL, page 34	Can the state provide a budget estimate or range?	There is not a budget assigned to his Contract.
108.	Attachment B, Page # 37	Do we need to submit the CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA with the bid response?	Vendors do not need to submit the Certificate to Transact Business in North Carolina with the response. The Vendor to whom the Contract is awarded will need to provide said Certificate to the Plan.
109.	Attachment E, Page # 49	Are there any preferred locations the Plan wants the vendor to work?	As stated in Attachment E: Location of Workers Utilized by Vendors and Section 3.5 Performance Outside the United States, the use of workers outside the United States may be considered by the Plan in awarding a Contract. Otherwise, there are no preferred locations.
110.	EVP# Form	How many copies of this are vendors required to submit and	The second page of the RFP, that includes a line

No.	Reference	Vendor Question	Answer
		where in the proposal package should it be placed?	for "Vendor Name" and a line for "Vendor eVP#", should be included as an original in each of the two original Technical Proposal submissions and as a copy in each of the nine Technical Proposal copies in front of the signed execution page.

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2.4 FIRST AMENDED AND RESTATED RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time, if Applicable
Issue RFP	State	April 7, 2025
Deadline for Submission of Written Questions	Vendor	April 11, 2025, 11:59 PM ET
Provide Response to Questions	State	April 16, 2025
Deadline for Submission of Proposals (Bid Closes)	Vendor	May 2, 2025, 10:00 AM ET
Evaluation Period (Review of Proposals)	State	May 2, 2025
Best and Final Offer (BAFO)	State and Vendor	May 5-7, 2025
Plan seeks approval from the Plan's Special Deputy Attorney General to award contract	State	May 2025
Award of Contract	State	May 2025
Execution of Contract by the Plan and Vendor	State and Vendor	May 2025
Implementation Period	State and Vendor	June 1, 2025 – August 31, 2025
Services Begin	Vendor	September 1, 2025

5.1 FIRST AMENDED AND RESTATED MINIMUM REQUIREMENTS

This procurement is open to qualifying companies that satisfy the Minimum Requirements described in this section. The Vendors must meet all Minimum Requirements for Technical Proposals to be evaluated for possible Contract award. The Plan reserves the right to reject Proposals deemed incomplete or non-compliant with these Minimum Requirements.

If a Vendor is unclear about a requirement or specification or believes a change to a requirement would allow for the Plan to receive a better Proposal, the Vendor is urged and cautioned to submit these items in the form of a question during the question-and-answer period in accordance with Section 2.5 Proposal Questions.

The Vendors shall duplicate the Minimum Requirements Table below and provide the RFP section number and page number reference to the location within the Vendor's Proposal where the minimum requirement has been satisfied. **DO NOT** provide responses to Minimum Requirements within the Minimum Requirements Table.

The Vendors shall respond to all questions and confirmation/certification/description requests that are described herein in their Minimum Requirements response using the same RFP numbering sequence. The Vendors are cautioned to provide sufficient detail for the Plan to validate their responses.

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	Minimum Requirements	RFP Section Numbers and Page Numbers in Vendor's Response
1	Vendor shall provide a description of the company, its operations and ownership along with documentation that it has at least five years of experience providing data aggregation and population health analysis. These Services should include the ability to ingest, standardize, aggregate and store member demographic, claims, provider and clinical data using a secure cloud-based infrastructure that allows access via a secured web-based application and supporting Data Lake.	
2	Confirm Vendor uses both human intervention and technology to assure the quality and accuracy of the data both before and after processing.	
3	Confirm Vendor can optimize the Plan's data with healthcare groupers, service categories, benchmarks, episode groups, risk adjustments and social determinants of health.	
4	Confirm Vendor has experience integrating data from multiple systems and data sources to integrate both clinical and non-clinical data to support policy decisions and research into healthcare access, utilization, quality and cost. Provide an example of a data aggregation project that included at least two different TPAs and a PBM for claims data where a member identifier or other solution was created to ensure member records remained properly connected and were not double counted.	
5	Confirm Vendor's solution includes data visualization tools, interactive sharable dashboards and reporting with drilldown capabilities within its web-based application. This should also include the ability to export data to other business systems, including but not limited to Excel, Word, PowerPoint and PDF.	
6	Confirm Vendor's solution includes standard out-of-the-box reporting which features common metrics around utilization, spend, and quality, with the ability to develop custom reports and analytics tailored to the Plan's needs.	
7	Confirm Vendor has provided the Services outlined in this RFP to at least one (1) public or private self-funded client with more than 100,000 covered lives. If confirmed, provide contact information for one (1) current and one (1) former client so the Plan can complete reference calls related to the Services in this RFP. Only one reference needs to be for a client with more than 100,000 covered lives.	
8	Vendor shall assign a project team to support the implementation and ongoing Services of this Contract. The team should include an implementation manager and a team of analytic advisors and healthcare analysts to support and assist the Plan with the development of the standard reporting suite and ongoing analysis. To the extent known, Vendor should provide resumes of key team members. This should also include information about the Vendor's Contract Administrator for Day-to-Day Activities for this Contract.	

	Minimum Requirements Continued	RFP Section Numbers and Page Numbers in Vendor's Response
9	Upon execution of the Contract, Vendor will immediately work with other Plan vendors to execute a non-disclosure agreement, or other data security documents, as required by other Plan vendors, to support the transfer of Plan data to the Vendor.	
10	Vendor must agree to the Implementation Performance Guarantees in Schedule I of Section 6.10.d.	
11	<p>a) The Vendor shall certify without exception the sufficiency of its security standards, tools, technologies, and procedures in providing Services under this Contract.</p> <p>b) All Vendor and/or third-party Data Centers, Business Applications or Systems used under this Contract for the purpose of collecting, storing, processing, transmitting, or exchanging Plan Data shall have, and maintain, valid, favorable third-party security certifications or assessment reports on all related security controls that are consistent with, and can be cross-walked to, the data classification level and security controls appropriate for moderate information system(s) per the National Institute of Standards and Technology ("NIST") SP 800-53 Rev. 5 or the most recent revision. To satisfy this requirement, such reports must have been issued within twelve months prior to the anticipated Contract award date or be supplemented by bridge letters covering no more than three months subsequent to the report expiration date. The Vendor shall provide a crosswalk document along with full unredacted copies of the third-party security certification or assessment reports, and any necessary bridge letters. The Vendor shall also identify which specific Data Centers, Business Applications or Systems are covered by the third-party opinions or attestations will be used to provide the Services under this Contract. Opinion letters or security certification attestation letters will not be submitted in lieu of full report(s).</p> <p>c) The Vendor hereby agrees that the Plan has the right to independently evaluate, audit, and verify such requirements as part of its evaluation and during the life of the Contract, including requesting the performance of a penetration test with satisfactory results. The Plan will verify any such third-party security opinions or attestations annually during the life of the Contract, and the Vendor will be required to provide an updated report or bridge letter verifying that there have been no material changes in the controls reported since the issuance of the last report. Bridge letters will only be accepted for three months after the report expiration date to satisfy this requirement.</p> <p>d) The Vendor shall agree that the Plan has the right to, based upon its evaluation, require that the Vendor maintain cyber breach liability insurance coverage in an amount specified by the Plan and/or commit to obtaining a favorable third-party opinion or attestation within a time period specified by the Plan as a condition of Contract award. The Vendor shall provide documentation of the amount of cyber breach liability insurance that it currently carries for all Vendor and/or third-party Data Centers and systems used to provide the Services under this Contract that will contain Plan Data. If the Vendor is currently undergoing a third-party security assessment of such Data Centers or information technology systems that complies with NIST SP 800-53 Rev. 5 (or most recent revision), the Vendor shall provide proof of purchase or a copy of its contract with the third party retained to perform the audit, and the expected date for completion.</p>	

	Minimum Requirements Continued	RFP Section Numbers and Page Numbers in Vendor's Response
	e) The Plan understands that security assessment reports and security information provided to the Plan for the purpose of this Contract may contain confidential information and/or trade secrets. Refer to Section V, Paragraph 24 of Attachment B: Instructions to the Vendors for information regarding the treatment of Confidential Information.	
12	The Vendor shall confirm it agrees to Attachment B: Instructions to Vendors without exception.	
13	The Vendor shall confirm it agrees to Attachment C: General Terms and Conditions without exception.	
14	The Vendor shall complete and submit Attachment D: Customer Reference Template.	
15	The Vendor shall complete and submit, without exception, Attachment E: Location of Workers Utilized by Vendor.	
16	The Vendor shall be financially stable; and complete, sign and submit without exception, Attachment F: Certification of Financial Condition.	
17	The Vendor shall complete, sign and submit Attachment G: Proposal Submission Information form.	
18	The Vendor shall be HIPAA compliant; and shall complete, sign, and submit Attachment H: HIPAA Questionnaire and supply copies of the Vendor's HIPAA privacy and security policies. If the Vendor maintains that any information contained in the HIPAA privacy and security policies is proprietary or otherwise confidential, the Vendor may Redact these portions in BLACK and in accordance with the instructions in Section V, Paragraph 24 of Attachment B: Instructions to the Vendors and supply the un-Redacted portions for review.	
19	The Vendor shall complete, sign, and submit Attachment I: Business Associate Agreement (BAA).	
20	The Vendor shall complete and submit Attachment J: Administrators for the Contract, HIPAA Compliance Officer, and Information Security Officer.	
21	The Vendor shall submit two (2) completed and signed originals of Execution Page.	

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FIRST AMENDED AND RESTATED ATTACHMENT A: COST PROPOSAL

Vendor shall provide pricing as specified in this Attachment A: Cost Proposal. The Pricing provides the total of all inclusive, turn-key costs for Services provided under the Contract and includes all direct and indirect costs, including implementation fees, travel expenses, and any and all other expenses. Invoices containing any charges other than those identified in Attachment A: Cost Proposal will be rejected. A Microsoft Excel version of Attachment A: Cost Proposal that can be edited to include pricing for Additional, Optional Services as requested in Section 5.2.2 may be obtained by emailing a request to: Aaron.Vodicka@nctreasurer.com with a copy to SHPContracting@nctreasurer.com.

ATTACHMENT A - Cost Proposal

Provide the monthly administrative fee. The monthly administrative fee should be a per member per month (PMPM) fee that includes all the Standard Services in this Contract.

*Offerors are encouraged to quote additional optional services not included in the Standard Services. These services should be described in detail in Section 5.2.2 and can be offered on a per PMPM or a monthly flat fee basis. The Plan will use a membership count of 572,000 members to evaluate any PMPM fees.

TABLE 1: Monthly Standard Services Fees						
Service Item Per Subscriber Administrative Fee Based on Total Subscribers						
	Initial Contract Term				1st Renewal Period	2nd Renewal Period
	Calendar Year 2025	01/01/26 - 12/31/26	01/01/27 - 12/31/27	01/01/2028 - 12/31/2028	01/01/29 - 12/31/29	01/01/30 - 12/31/30
Standard Services Flat Fee - Per Month						
Additional, Optional Services Fees						
Additional, Optional Services - List the service and indicate whether it is an additional monthly flat fee or an additional monthly Per Member Per Month Fee						
North Carolina Medical Board Affiliation						
Risk Grouper						
IP Claims Grouper						
Disease Grouper						
OP Claims Grouper/Bundles						
Additional Services Fees - Subtotal	\$-	\$-	\$-		\$-	\$-