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ADDENDUM NO. 1

September 14, 2021

Title: Health Plan Services (HPS) is seeking to identify competitive and qualified proposers to support CountyCare Medicaid and a Medicare Advantage plan in administering, analyzing and reporting the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Survey, Health Outcomes Survey (HOS), and Provider Survey.

RFP # H21-0038

1. General

This addendum revises RFP documents. This addendum is issued to respondents of record prior to execution of contract, and forms a part of contract documents and modifies previously issued documents. Insofar as previously issued contract documents are inconsistent with modifications indicated by this addendum, modifications indicated by this addendum shall govern. Where any part of the contract documents are modified by this addendum, all unaltered provisions shall remain in effect.

2. Addendum Acknowledgement Form

Acknowledge receipt of this addendum in the space provided on the Addendum Acknowledgement Form. Proposers must include the signed form with their response. Failure to do so will subject Proposers to disqualification.

3. Changes and Clarifications

4. Attachments

Responses to Vendor Questions

	Section of the RFP	Question	CCHHS Response
1.	Attachment A	We recently agreed upon MSA language with Cook County for a separate project (in the last 2 months). Can we move forward with that language for the MSA?	As outlined in Section 5.9, if any proposer seeks to propose alternate language for the contract to be awarded in response to this RFP (# H21-0038), the proposer shall include proposed redlines on the same Contract General Terms and Conditions document and submit this proposal for alternate language with their proposal.
2.	Page 11, Item 5.6 Cost Proposal	Would an electronic submission of the response to the RFP only be acceptable? Or is it mandatory that we also provide a hard copy of the response?	As outlined in Section 5.6 and in Section 8, proposers must submit both a hard copy and an electronic copy of all proposal materials. The hard copy of the pricing proposal must be submitted in a separate envelope. The electronic copy of the pricing proposal is to be submitted as part of one complete electronic package, emailed to the email address on the RFP cover page.
3.	Page 5, Item 2 Purpose	Understanding the HOS survey process, would you like us to include pricing for the baseline HOS in year 1 and 2 and baseline plus a follow up survey for the remaining years of the agreement?	Yes. Please include pricing that aligns with the HOS administration guidelines issued by the Centers for Medicare and Medicaid. CCH has not yet completed HOS surveys for its Medicare beneficiaries and would need to complete baseline surveys in years 1 and 2, with follow-up resurveys and ongoing baseline surveys for the remaining years of the contract.
4.	Page 5, Item 2 Purpose	Would the selected vendor need to submit the final report to the State of Illinois for the Adult and Child Medicaid CAHPS projects?	Yes.

ADDENDUM ACKNOWLEDGEMENT FORM

As required by the RFP, Proposers must submit this acknowledgement form with their response. One acknowledgement form per response, listing all addenda, is appropriate.

Addendum No.: _____

Company Name: _____

Representative's Name: _____

Signature: _____

Date: _____

END OF ADDENDUM