



STATE OF TENNESSEE  
Finance & Administration Division of TennCare

## REQUEST FOR PROPOSALS # 31865-00645 AMENDMENT # 5 FOR ASSET VERIFICATION SYSTEM

DATE: OCTOBER 18, 2024

RFP # 31865-00645 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		August 13, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	August 16, 2024
3. Pre-response Conference	2:00 p.m.	August 22, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	August 26, 2024
5. Written "Questions & Comments" Deadline	2:00 p.m.	September 10, 2024
6. Organizational Conflict of Interest Disclosure Deadline		September 30, 2024
7. State Response to Written "Questions & Comments"		October 18, 2024
8. Response Deadline	2:00 p.m.	November 1, 2024
9. State Completion of Technical Response Evaluations		December 4, 2024
10. State Opening & Scoring of Cost Proposals	2:00 p.m.	December 6, 2024
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	December 30, 2024
12. End of Open File Period		January 6, 2025
13. State sends contract to Contractor for signature		January 13, 2025
14. Contractor Signature Deadline	2:00 p.m.	January 28, 2025

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
<p>3.3.3., Response &amp; Respondent Prohibitions</p> <p>&amp;</p> <p>3.6., Additional Services</p>	<p>11 of 106</p> <p>&amp;</p> <p>12 of 106</p>	<p>1. On page 11 Section 3.3.3 of the RFP it states that the 'Response must <u>not</u> propose alternative goods or services'. However, on page 12 Section 3.6, it states that 'If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP'. Please advise whether additional goods and/or services in addition to those required by and described in this RFP can be included within a proposal response.</p>	<p>A response must not propose alternative goods or services (i.e., offer services different from those requested and required by this RFP) unless expressly requested in this RFP. The State may consider a response of alternative goods or services to be non-responsive and reject it.</p> <p>If a response offers goods or services in addition to those required by and described in this RFP, the State, at its sole discretion, may add such services to the contract awarded as a result of this RFP.</p> <p>Notwithstanding the foregoing, a Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information</p>
<p>C.3., RFP ATTACHMENT 6.2 – SECTION C, TECHNICAL RESPONSE &amp; EVALUATION GUIDE</p>	<p>27 of 106</p>	<p>2. On page 27 Item Reference C.3 the RFP states that the vendor must 'ensure that no less than forty percent (40%) of state calls result in a match per A.6.6.'. Assuming that a 'match' can be defined as a found bank account, please elaborate on how the vendor can be responsible for this. For example, if the Agency sends us 8 out of 10 individuals who do not have a bank account found, the vendor would be responsible for this result.</p>	<p>The goal is to find a vendor who has as many financial institutions as possible to achieve a high success rate for matches.</p>

A 3.7., SCOPE	39 of 106	3. On page 39 Section A.3.7 the RFP states that 'The Contractor shall generate reports from the AVS on verification activity, including but not limited to, the number of requests, number of responses, and amounts of undisclosed assets found.' How will the vendor be able to determine if a bank account response is deemed as 'undisclosed'? Will the Agency provide an extract to the vendor to determine this?	TennCare's expectation would be that this information will be obtained by the Contractor, through the financial institution. Please reference section A.4 regarding resources required by law to be disclosed. TennCare will not provide an extract to the vendor to determine if a bank account response is deemed as undisclosed. The expectation is that the vendor will provide the resource information that is required to be disclosed, and the state would not have advanced knowledge of undisclosed assets.
1.4., RFP Communications	3 of 106	4. Please provide an updated link to the Governor's Office of Diversity Business Enterprise since the link provided in Section 1.4.2.2.a. on page 3 of the main RFP does not appear to be working.	Please use this link instead: <a href="http://tn.gov">Governor's Office of Diversity Business Enterprise (Go-DBE) (tn.gov)</a>
1.4.2.3., RFP Communications	3 of 106	5. Section 1.4.2.3 on page 3 of the RFP advises, <i>"Respondents must complete the TennCare Blackout Period Attestation associated with this RFP, which can be submitted online at: Upcoming Procurements (tn.gov) and is included at an attachment in the Procurement Library. The Attestation must be returned to the Solicitation Coordinator as soon as possible but no later than the Response Deadline listed in RFP Section 2.1, Schedule of Events."</i> Please confirm this document can be submitted via email only to the Solicitation Coordinator and is not required to be submitted online.	Confirmed.
1.4.4.2., RFP Communications	4 of 106	6. Section 1.4.4.2 on page 4 of the RFP advises that, <i>"Potential Respondents must ensure that the State receives OCI disclosures no later than the Written Questions &amp; Comments Deadline detailed in RFP Section 2, Schedule of Events."</i> Please confirm there is no particular form that should be completed and that an email to the Solicitation Coordinator only will suffice.	Confirmed.
4.8., Disclosure of Response Contents	14 of 106	7. Section 4.8 on page 14 advises bidders to not include any materials that are "trade secrets" and that all responses will be released to the public following the Notice of Intent to Award. However, in	The State is not accepting redacted responses. Per RFP Section 4.8.1, the Respondent

		order to be responsive to the requirements and Technical Proposal instructions, specific solution information must be disclosed. Are bidders permitted to include a redacted copy of their response with the submission to facilitate the release of responses to the public? Please confirm.	acknowledges and accepts that the full response contents and associated documents will become open to public inspection in accordance with the laws of the State of Tennessee.
B.15., RFP ATTACHMENT 6.2. — SECTION B, TECHNICAL RESPONSE & EVALUATION GUIDE	25 of 106	8. Item B.15 on page 25 advises bidders to, <i>“Provide an estimated level of participation by business enterprises owned by minorities, women, service-disabled veterans, persons with disabilities and small business enterprises if a contract is awarded to the Respondent pursuant to this RFP.”</i> Does the State have a specific percentage goal for this requirement? Or are bidders allowed to propose any percentage they deem suitable?	While each agency has a goal percentage of participation, this RFP is not requiring any minimum percentage of participation. It is up to the respondents to determine which contractors or subcontractors they use that might meet these goals.
C.1., RFP ATTACHMENT 6.2. — SECTION C, TECHNICAL RESPONSE & EVALUATION GUIDE	27 of 106	9. Item C.1 requires bidders to, <i>“Provide a narrative that illustrates the Respondent’s understanding of the State’s requirements and project schedule.”</i> Please expand on the Project Schedule the State needs. What is the anticipated Go Live date for the start of services? How much time does the State anticipate for the implementation period?	The service is expected to be available on April 1, 2025.
RFP ATTACHMENT 6.4., REFERENCE QUESTIONNAIRE	31 of 106	10. Attachment 6.4 Reference Questionnaire on page 31 of the RFP advises bidders to include 2 current contracts and 3 completed contracts but then indicates, <i>“References from at least three (3) different individuals are required to satisfy the requirements above.”</i> Therefore, please confirm only 3 reference questionnaires are required to be completed in total, not 5 questionnaires. In addition, please confirm all reference questionnaires provided can be from current, active clients, particularly if the bidder doesn’t have three applicable past clients to reference.	RFP ATTACHMENT 6.4., REFERENCE QUESTIONNAIRE is deleted in its entirety. See item 3 below.
RFP ATTACHMENT 6.4., REFERENCE QUESTIONNAIRE	31 of 106	11. Attachment 6.4 Reference Questionnaire on page 31 of the RFP advises that, <i>“Procuring State agencies that accept references from another State agency shall document, in writing, a plan to ensure that no contact is made between the procuring State agency and a referring State agency.”</i> Does this mean that the State will not conduct any follow up outreach to the references who submitted a questionnaire?	RFP ATTACHMENT 6.4., REFERENCE QUESTIONNAIRE is deleted in its entirety. See item 3 below.  RFP Section(s) 3.2.2.1.1. and 3.2.2.2.1. remove the reference questionnaire citations. See item(s) 4 and 5 below.
Pro Forma &	37 of 106 &	12. Please confirm the Pro Form Contract and the HIPAA Business Associate Agreement (Contract Attachment D) are both not required to be executed and submitted with bidders’ responses at this time.	Confirmed.

CONTRACT ATTACHMENT D, HIPAA Business Associate Agreement	94 of 106		
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3. Delete RFP ATTACHMENT 6.4., REFERENCE QUESTIONNAIRE in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

**RESERVED**

## RFP CONTENTS

### SECTIONS:

1. INTRODUCTION
2. RFP SCHEDULE OF EVENTS
3. RESPONSE REQUIREMENTS
4. GENERAL CONTRACTING INFORMATION & REQUIREMENTS
5. EVALUATION & CONTRACT AWARD

### ATTACHMENTS:

- 6.1. Response Statement of Certifications & Assurances
- 6.2. Technical Response & Evaluation Guide
- 6.3. Cost Proposal & Scoring Guide
- 6.4. **Reserved**
- 6.5. Score Summary Matrix
- 6.6. *Pro Forma* Contract

4. Delete RFP section 3.2.2.1.1. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

#### 3.2.2.1. Digital Media Submission

##### 3.2.2.1.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive and should be clearly identified as the:

**"RFP # 31865-00645 TECHNICAL RESPONSE ORIGINAL"**

and three (3) digital copies of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:\

**"RFP # 31865-00645 TECHNICAL RESPONSE COPY"**

5. Delete RFP section 3.2.2.2.1. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

### 3.2.2.2. E-mail Submission

#### 3.2.2.2.1. Technical Response

The Technical Response document should be in the form of one (1) digital document in "PDF" format or other easily accessible digital format attached to an e-mail to the Solicitation Coordinator. Both the subject and file name should be clearly identified as follows:

**"RFP # 31865-00645 TECHNICAL RESPONSE"**

4. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.