



RFX Addendum Form

RFP Number: 41900-DCH0000136	RFP Title: Pharmacy Benefit Services
Requesting State Entity: Department of Administrative Services (DOAS) on behalf of Department of Community Health (DCH)	
Issuing Officer: Tracey Woods	RFX Initially Posted to Internet: See GPR
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Addendum being issued for the following:

1. **Post Questions and Answers - Round 1**
2. **Post Revised Attachment A - Lead State eRFP**
 - **Revises Section 1.5: Schedule of Events**
 - **Section 4.2: Supplier General Information** - Remove the statement 'DO NOT INCLUDE ANY COST/PRICING INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET'
 - **Section 9: List of eRFP Attachments** - Add Attachment FF – Volumetrics
3. **Post Revised Attachment B - Special Term Definitions**
 - Commercial Off-the-Shelf (COTS) definition revised to read:
Proprietary software products that are ready-made and available for sale to the general public at established catalog or market prices.
 - J-Codes definition revised to read: Used to describe drugs and medical devices. J-Codes are part of the Healthcare Common Procedure Coding System (HCPCS) set of procedure codes
 - National Drug Code definition revised to read: A unique 10-digit or 11-digit (depending on the product), 3-segment number used in the United States for drugs intended for human use. It is not specific to another attribute or product identifier. The three (3) segments of the NDC identify the Labeler, the Product, and the commercial package size. The first set of numbers in the NDC identifies the Labeler (Manufacturer, repackager, or distributor). The second set of numbers is the product code, which identifies the specific strength, dosage form (i.e., capsule, tablet, liquid) and formulation of a drug for a specific Manufacturer. Finally, the third set is the package code, which identifies package sizes and types. The labeler code is assigned by the FDA while the product and package codes are assigned by the Labeler.



4. **Post Revised Attachment C - Common Scope Requirements and Security Standards**

➤ **Section 7.4 Pharmacy Benefit Services Deliverables:**

- **SOL8** revised to read: The configured, Commercial Off-the-Shelf modular Point-of-Sale Solution provided by the Contractor for the administration and execution of Pharmacy Benefit Administrator services for the Fee-for-Service Medicaid pharmacy program as required by the Contract. This includes the PA subsystem.
- **SOL19** revised to read: The configured Commercial Off-the-Shelf (COTS) product provided by the Contractor that uses sound, efficient business and system operations meeting or exceeding current industry standards that encompass all technology and services as required in the Contract to administer a comprehensive pharmacy drug rebate program managed by the State.

5. **Post Revised Attachment E - Service Level Agreements**

- **SLA 49** revised to read: State Advisory Board, B. Provide the State with an adjusted financial modeling report (based on State Advisory Board recommendations) within ten (10) Business Days after each State Advisory Board meeting.

6. **Post Revised Attachment F - Pharmacy Benefit Administrator Services Scope of Work**

- **Point-Of-Sales (POS) Processing, Section 3.1.37** revised to read: Provide any applicable tax information for Provider payments and the federal government to the Fiscal Agent to meet federal and state requirements and deadlines.

7. **Post Revised Attachment G - Pharmacy Clinical Management Services Scope of Work**

➤ **Utilization Management Program:**

- **Section 2.4.4** revised to read: The Contractor shall develop and maintain protocols for all Products identified as requiring Utilization Management, Step Therapy, and Quantity Level Limits (QLLs) by the State and for developing web-based versions of this criteria at no additional charge. Criteria shall be customizable and allow for open-ended question responses. All Utilization Management criteria and web-based criteria require State approval. The Contractor agrees that customized Utilization Management criteria as approved by the State shall be the property of the State and shall not be considered proprietary to the Contractor.



- **Removed:** The Contractor must provide and maintain written policy governing the management of Utilization Management denials and subsequent Appeals to the State for review and approval. The Contractor must comply with State requirements governing denials and second level Appeals including communications and processing time.
- **Removed:** The Contractor must produce and deliver all relevant information used in the Appeal reviews within twenty-four (24) hours upon receipt of request from the State.
- **Removed:** The Contractor shall provide the appropriate and qualified staff to attend hearings regarding Utilization Management decisions as requested by the State.

8. Post Revised Attachment H - Pharmacy Fraud, Waste and Abuse Audit Services Scope of Work

- **Reporting and Data- related Requirements: Data Mining: 4.6.2** revised to read:
The Contractor shall have a Data Mining tool to identify fraud, waste, and abuse for field and desk audits for the following:
 - a. Outpatient pharmacy Claims
 - b. Hospital, provider-administered and prescription Claims
 - c. Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS)

9. Post Revised Attachment P – Mandatory Response Worksheet

- **Question#1:** The Non-Proprietary restriction has been removed and the requirement for 3 years changed to 5. It now reads: "Have a minimum of two (2) years of experience within the last five (5) years delivering services using a Configurable Commercial Off-the-Shelf (COTS) Point-of-Sale (POS) pharmacy claims processing system in compliance with all federal and State regulations..."
- **Question#2:** Added 'served as the Prime Contractor or Subcontractor' and removed 'of experience.' It now reads: the Supplier has selected Pharmacy Clinical Management Services in Attachment O - Scopes of Work Submission Checklist, the Supplier must have served as the Prime Contractor or Subcontractor a minimum of two (2) years of experience within the last five (5) years in pharmacy benefit management clinical services, including but not limited to the following:
- **Question#3:** Added 'served as the Prime Contractor or Subcontractor' and removed 'of experience.' It now reads: If the Supplier has selected Pharmacy Fraud, Waste, and Abuse (FWA) Audit Services in Attachment O - Scopes of Work Submission Checklist, the Supplier must have served as the Prime Contractor or Subcontractor a minimum of two (2) years within the last five (5) years in providing services as described in Attachment H - Pharmacy Fraud, Waste, and Abuse (FWA) Audit Services Scope of Work.
- **Question#4:** Added 'served as the Prime Contractor' It now reads: If the Supplier has selected Pharmacy Drug Rebate Services in Attachment O - Scopes of Work Submission Checklist, the Supplier must have served as the Prime Contractor a



minimum of three (3) years within the last five (5) years in Medicaid Fee-for-Service (FFS) Pharmacy rebate and Medicaid Supplemental Rebate invoicing, processing and management.

- **Question#11:** Removed - The Supplier may only submit client references where the Supplier was the Prime Contractor, had at least a two (2) consecutive-year contract term and provided services within the past five (5) years.

10. Post Revised Attachment R - PBA Services Mandatory Scored Response Worksheet

- **Instructions revised to read:** Suppliers must provide responses to all questions in the Supplier Response section in this document and submit them as a single PDF attachment bookmarked in sequential order with the title(s) provided in the question.

Each narrative response must adhere to any assigned page limits and be in Arial, size twelve (12) font. The narrative page count will begin after the page containing the question, i.e. the page with the question and response on the remainder of that page will count as page #0.

The narrative response, along with any required supporting material, will be evaluated and awarded points in accordance with Attachment A – Lead State eRFP, Section 6 Proposal Evaluation and Award. Documents not requested will not be evaluated.

Failure to provide responses and any required supporting documentation for all questions may result in disqualification of the proposal.

- **Supplier Response rows provided for each Mandatory Scored Question**

- **MSQ26 - Reporting Approach** revised to read: Bookmark Title: MSQ26 – Reporting Approach Bookmark Title for Supporting Material: MSQ26.1 – List of Proposed Reports Narrative description is limited to five (5) pages. Provide a detailed listing of all proposed reports, including an outline of all utilization and performance reports that will be developed for the State to meet the requirements of this scope of work. Include in your response for each report, a synopsis, purpose, any limitations the State may have in accessing each report, and the frequency each report will be provided to the State.

- **MSQ29 - Data Management Plan** revised to read: Bookmark Title: MSQ29 – Data Management Plan Bookmark Title for Supporting Material:
 - MSQ29.1 – Data Conversion & Migration Plan
 - MSQ29.2 – Data Migration Layout
 - MSQ29.3 – Rules Engine Capabilities
 - MSQ29.4 – List of Reference Data Used by the System
 - MSQ29.5 – Functional and Data Specifications



- MSQ29.6 – Conceptual and Logical Data Models
- MSQ29.7 – Data Dictionary

Narrative description is limited to five (5) pages, not including required supporting material. Explain your approach to exchanging and integrating data from multiple Data Sources into the proposed Solution as described in Attachment F – Pharmacy Benefit Administrator Services Scope of Work, Section 7.2 Data Management. Using Attachment EE – Pharmacy Benefit Services Data Exchanges as an example, explain how the proposed Solution will achieve integration of each of the Data Sources and how the Supplier will work with the data source vendors to ensure compatibility with the proposed Solution. Describe your level of experience collaborating with such vendors.

➤ **MSQ37- Project Management** revised to read: Bookmark Title: MSQ37 - Project Management Bookmark Title for Supporting Material:

- MSQ37.1 - Project Schedule/Project Work Plan (Sample)
- MSQ37.2 - WBS tasks and Project Outputs (Sample)
- MSQ37.3 - Implementation Plan (Sample)
- MSQ37.4 - Quality Management Plan (Sample)
- MSQ37.5 - Requirements Management Plan (Sample)
- MSQ37.6 - Change Management Plan (Sample)
- MSQ37.7 - Risk Management Plan (Sample)
- MSQ37.8 - Communications Management Plan (Sample)
- MSQ37.9 - Integration Plan (Sample)
- MSQ37.10 - Operations & Maintenance Plan (Sample)
- MSQ37.11 - Training Plan (Sample)
- MSQ37.12 - Cost Management Plan (Sample)
- MSQ37.13 - Stakeholder Management Plan (Sample)

Narrative description is limited to five (5) Pages, exclusive of required supporting material. Provide a description of the project management approach, including, but not limited to, the methodology and implementation of the system to be used for monitoring and control of scope, schedule, and cost. Additionally, describe any previous experience managing similar projects using the Project Management Lifecycle (PMLC) and Project Management Book of Knowledge (PMBOK) throughout the life of the contract. Refer to Attachment C - Common Scope Requirements and Security Standards, Section 2 Project Organization and Management and Attachment F – Pharmacy Benefit Administrator Services Scope of Work. In the Supporting Material, include a draft or sample project management plan representative of this project. In your narrative response, explicitly identify any differences between the State's project management approach from your proposed approach, including all responsibilities.

11. Post Revised Attachment S – PBA Cost Worksheet

- Cell Y70 formula has been corrected.
- Cells Y70 and Y75 have been revised so data may be entered
- The formulas in row 75 have been corrected.
- The formulas in row 80 have been corrected.



12. Post Revised Attachment U – PCMS Mandatory Scored Response Worksheet

- **Instructions revised to read:** Suppliers must provide responses to all questions in the Supplier Response section in this document and submit them as a single PDF attachment bookmarked in sequential order with the title(s) provided in the question.

Each narrative response must adhere to any assigned page limits and be in Arial, size twelve (12) font. The narrative page count will begin after the page containing the question, i.e. the page with the question and response on the remainder of that page will count as page #0.

The narrative response, along with any required supporting material, will be evaluated and awarded points in accordance with Attachment A – Lead State eRFP, Section 6 Proposal Evaluation and Award. Documents not requested will not be evaluated.

Failure to provide responses and any required supporting documentation for all questions may result in disqualification of the proposal.

- **Supplier Response rows provided for each Mandatory Scored Question**
- **MSQ11- Project Management** revised to read: Bookmark Title: MSQ11 - Project Management Bookmark Title for Supporting Material:
- MSQ11.1 - Project Schedule/Project Work Plan (Sample)
 - MSQ11.2 - WBS tasks and Project Outputs (Sample)
 - MSQ11.3 - Implementation Plan (Sample)
 - MSQ11.4 - Quality Management Plan (Sample)
 - MSQ11.5 - Requirements Management Plan (Sample)
 - MSQ11.6 - Change Management Plan (Sample)
 - MSQ11.7 - Risk Management Plan (Sample)
 - MSQ11.8 - Communications Management Plan (Sample)
 - MSQ11.9 - Integration Plan (Sample)
 - MSQ11.10 - Operations & Maintenance Plan (Sample)
 - MSQ11.11 - Training Plan (Sample)
 - MSQ11.12 - Cost Management Plan (Sample)
 - MSQ11.13 - Stakeholder Management Plan (Sample)

Narrative description is limited to five (5) Pages, exclusive of required supporting material. Provide a description of the project management approach, including, but not limited to, the methodology and implementation of the system to be used for monitoring and control of scope, schedule, and cost. Additionally, describe any previous experience managing similar projects using the Project Management Lifecycle (PMLC) and Project Management Book of Knowledge (PMBOK) throughout the life of the contract. Refer to Attachment C - Common Scope Requirements and Security Standards, Section 2 Project Organization and Management and Attachment F – Pharmacy Benefit Administrator Services Scope of Work. In the Supporting Material, include a draft or sample project management plan representative of this



project. In your narrative response, explicitly identify any differences between the State's project management approach from your proposed approach, including all responsibilities.

13. Post Revised Attachment W – PFWA Mandatory Scored Response Worksheet

- **Instructions revised to read:** Suppliers must provide responses to all questions in the Supplier Response section in this document and submit them as a single PDF attachment bookmarked in sequential order with the title(s) provided in the question.

Each narrative response must adhere to any assigned page limits and be in Arial, size twelve (12) font. The narrative page count will begin after the page containing the question, i.e. the page with the question and response on the remainder of that page will count as page #0.

The narrative response, along with any required supporting material, will be evaluated and awarded points in accordance with Attachment A – Lead State eRFP, Section 6 Proposal Evaluation and Award. Documents not requested will not be evaluated.

Failure to provide responses and any required supporting documentation for all questions may result in disqualification of the proposal.

- **Supplier Response rows provided for each Mandatory Scored Question**
- **MSQ15 - Project Management** revised to read: Bookmark Title: MSQ15 - Project Management Bookmark Title for Supporting Material:
 - MSQ14.1 - Project Schedule/Project Work Plan (Sample)
 - MSQ14.2 - WBS tasks and Project Outputs (Sample)
 - MSQ14.3 - Implementation Plan (Sample)
 - MSQ14.4 - Quality Management Plan (Sample)
 - MSQ14.5 - Requirements Management Plan (Sample)
 - MSQ14.6 - Change Management Plan (Sample)
 - MSQ14.7 - Risk Management Plan (Sample)
 - MSQ14.8 - Communications Management Plan (Sample)
 - MSQ14.9 - Integration Plan (Sample)
 - MSQ14.10 - Operations & Maintenance Plan (Sample)
 - MSQ14.11 - Training Plan (Sample)
 - MSQ14.12 - Cost Management Plan (Sample)
 - MSQ14.13 - Stakeholder Management Plan (Sample)

Narrative description is limited to five (5) Pages, exclusive of required supporting material. Provide a description of the project management approach, including, but not limited to, the methodology and implementation of the system to be used for monitoring and control of scope, schedule, and cost. Additionally, describe any previous experience managing similar projects using the Project Management Lifecycle (PMLC) and Project Management Book of Knowledge (PMBOK) throughout the life of the contract. Refer to Attachment C - Common Scope Requirements and



Security Standards, Section 2 Project Organization and Management and Attachment F – Pharmacy Benefit Administrator Services Scope of Work. In the Supporting Material, include a draft or sample project management plan representative of this project. In your narrative response, explicitly identify any differences between the State's project management approach from your proposed approach, including all responsibilities.

14. Post Revised Attachment X – Pharmacy FWA Audit Services Cost Worksheet

- Cell M74 is now unprotected.
- Cost proposal tab revised to provide tiered pricing

15. Post Revised Attachment Z – PDRS Mandatory Scored Response Worksheet

- **Instructions revised to read:** Suppliers must provide responses to all questions in the Supplier Response section in this document and submit them as a single PDF attachment bookmarked in sequential order with the title(s) provided in the question.

Each narrative response must adhere to any assigned page limits and be in Arial, size twelve (12) font. The narrative page count will begin after the page containing the question, i.e. the page with the question and response on the remainder of that page will count as page #0.

The narrative response, along with any required supporting material, will be evaluated and awarded points in accordance with Attachment A – Lead State eRFP, Section 6 Proposal Evaluation and Award. Documents not requested will not be evaluated.

Failure to provide responses and any required supporting documentation for all questions may result in disqualification of the proposal.

- **Supplier Response rows provided for each Mandatory Scored Question**
- **MSQ49- Project Management** revised to read: Bookmark Title: MSQ49 - Project Management Bookmark Title for Supporting Material:
 - MSQ49.1 - Project Schedule/Project Work Plan (Sample)
 - MSQ49.2 - WBS tasks and Project Outputs (Sample)
 - MSQ49.3 - Implementation Plan (Sample)
 - MSQ49.4 - Quality Management Plan (Sample)
 - MSQ49.5 - Requirements Management Plan (Sample)
 - MSQ49.6 - Change Management Plan (Sample)
 - MSQ49.7 - Risk Management Plan (Sample)
 - MSQ49.8 - Communications Management Plan (Sample)
 - MSQ49.9 - Integration Plan (Sample)
 - MSQ49.10 - Operations & Maintenance Plan (Sample)
 - MSQ49.11 - Training Plan (Sample)
 - MSQ49.12 - Cost Management Plan (Sample)
 - MSQ49.13 - Stakeholder Management Plan (Sample)



Narrative description is limited to five (5) Pages, exclusive of required supporting material. Provide a description of the project management approach, including, but not limited to, the methodology and implementation of the system to be used for monitoring and control of scope, schedule, and cost. Additionally, describe any previous experience managing similar projects using the Project Management Lifecycle (PMLC) and Project Management Book of Knowledge (PMBOK) throughout the life of the contract. Refer to Attachment C - Common Scope Requirements and Security Standards, Section 2 Project Organization and Management and Attachment F – Pharmacy Benefit Administrator Services Scope of Work. In the Supporting Material, include a draft or sample project management plan representative of this project. In your narrative response, explicitly identify any differences between the State's project management approach from your proposed approach, including all responsibilities.

16. Post Revised Attachment AA – PDRS Cost Worksheet

- The formula in Cell F65 has been corrected.

17. Post Revised Attachment CC – Supplier Client References Form

- **Instructions** revised to read:

Please provide three (3) references as directed in the mandatory question for each scope of work proposed. For each reference provided, select only one (1) scope. Include the company or state for which the work was performed, a contact person's name, telephone number and email address, and a summary of the project scope. If one reference applies for more than one scope of work, the Supplier must utilize another REF# line to provide the appropriate Client Contact information, Period of Performance, and Summary of Project Scope. For Pharmacy Benefit Administrator Services and Pharmacy Drug Rebate Services, the Supplier may only submit client references where the Supplier was the Prime Contractor and had at least a three (3)-year contract term provided within the past five (5) years. **NOTE:** If the Supplier has selected Pharmacy Drug Rebate Services, at least one reference must include a client for whom management of a supplemental rebate program was provided. For Pharmacy Clinical Management Services and Pharmacy Fraud, Waste, and Abuse (FWA) Audit Services, the Supplier may submit client references where the Supplier was either the Prime Contractor or Subcontractor and had at least a two (2)-year contract term provided within the past five (5) years. The Supplier must indicate in the Summary of Project Scope column whether they served as the Prime Contractor or Subcontractor.

18. Posted new Attachment FF - Volumetrics

Note: In the event of a conflict between previously released information and the information contained herein, the latter shall control.