



State of Georgia
In conjunction with
NASPO ValuePoint

Electronic Request for Proposals ("eRFP")
eRFP (Event) Number: 41900-DCH0000136
Event Name: Pharmacy Benefit Services

Attachment T -
Pharmacy Benefit Administrator Services
Supplier Demonstration Guidelines and Agenda

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1 INTRODUCTION

As a Component of the Lead State's Solution/service(s) procurement, the Supplier must present a detailed demonstration of their proposed Solution and/or services to the applicable Project and Evaluation Teams. The Project and Evaluation Teams may include State Subject Matter Experts (SMEs), regulatory support agencies, government agencies, trading partners, project consultants, and other impacted stakeholder groups. Suppliers are to address all requirements of the Supplier Demonstration provided within the Demonstration Guidelines and Agenda(s), including any applicable mandatory scored questions and scenarios that require a demonstration, as well as provide the expected material requested as part of their demonstration.

2 GENERAL GUIDELINES & INSTRUCTIONS

2.1 DEMONSTRATION LOGISTICS

The Solution and/or services demonstration will be hybrid. The in-person meeting will be hosted at the Georgia Department of Administrative Services at 200 Piedmont Ave SE, 18th Floor, West Tower, Atlanta, GA 30334. A suitable presentation room with telecommunication capabilities, computer monitor, mouse, projector screen, and wireless internet connection will be provided for onsite demonstrations. The Supplier will be responsible for providing and/or presenting the equipment and software necessary to support the demonstration. A formal calendar invitation with teleconferencing details (see note below), further instructions, and a final agenda will be provided.

Please Note: While teleconferencing is available, Supplier representatives providing the demonstration in response to the agenda items found in Section 3.3 PBA Services Demonstration Agenda **must** attend in-person. All requests to attend virtually require prior request and approval by the Lead State. A registration link will be provided at a later date.

2.2 DEMONSTRATION AGENDA

Suppliers advanced to Supplier Demonstrations of this RFP are asked to follow the final agenda and showcase the required features and functionality of the proposed Solution/service(s). The demonstration should be presented using the proposed software and equipment. A (PowerPoint) slide presentation may be used to supplement the demonstration requirement; however, the focus of this demonstration opportunity is for the evaluation team to confirm that the proposed Solution can perform as stated in the Supplier's RFP response.

2.3 SOLUTION ACCESSIBILITY

Access to the Supplier's Solution (production environment or replica, web portal, service Dashboard(s), etc.) utilized during the demonstration must be available for a minimum of two (2) weeks following the presentation for further evaluation by the Project and Evaluation Teams. After which, access can be disabled upon the State's confirmation. During this period, a designated member of the team may contact the Supplier for clarification of equipment or software usage instructions, if necessary.

2.4 PROHIBITED ACTIONS

- 2.4.1 Supplier representatives are prohibited from any interaction with Project and Evaluation Teams other than during the demonstration. Any proceeding or follow up questions or concerns must be directed to the RFP Issuing Officer.
- 2.4.2 Cost proposal discussions are prohibited during the Supplier's Solution demonstration.
- 2.4.3 Video/audio recording of the Supplier's Solution demonstration is prohibited.

2.5 GENERAL INSTRUCTIONS

The Supplier must consider the following while preparing for the scheduled demonstration:

- 2.5.1 Thoroughly prepare for each demonstration Component, following the final agenda as closely as possible. It is critical that the Supplier monitor the progression of the demonstration to not exceed the time allotted.
- 2.5.2 Present relevant and consistent information that will showcase the ability to meet the specifications as outlined in the RFP and the included final demonstration agenda.
- 2.5.3 Unrequested material will not be reviewed or considered as part of the Supplier's response to the RFP.
- 2.5.4 Provide all presentation and demonstration material electronically via secure file transfer at least three (3) Business Days prior to the scheduled demonstration.
- 2.5.5 Ensure the proposed Core Team Personnel are in attendance and are actively participating in the demonstration. Ensure representatives of major subcontractor(s) are in attendance and lead the portion of the presentation concerning contractor relationships and experiences (if applicable).
- 2.5.6 Adhere to the one-half (1/2) hour maximum for setup and a limitation to the total duration allocated for presentations, demonstrations, Project and Evaluation Team questions, hands-on operation of demonstration equipment, and any incorporated break periods. It is the obligation of the Supplier to effectively manage their demonstration time.
- 2.5.7 Direct ALL questions to the designated Procurement Issuing Officer only.

Tracey Woods

Agency Sourcing Manager

Georgia Department of Administrative Services, State Purchasing Division

Email: PBA.Procurement@dch.ga.gov

3 DAY OF ARRIVAL

3.1 VENDOR ON-SITE CHECK-IN AND SETUP

Estimated Time	
N/A	For directions to the Department of Administrative Services (DOAS) please visit our website HERE. *A formal calendar invitation with teleconferencing details will be provided to approved invitees as indicated in Section 2.1 Demonstration Logistics.
N/A	Parking Info: Parking is available at several downtown lots. However, the Pete Hackney parking deck, at the corner of Decatur Street and Jesse Hill, Jr. Drive, is recommended by the Georgia Building Authority (GBA). Daily parking is limited and sometimes not available, especially during the annual legislative session. All visitors are required to have a valid picture I.D. and may enter through the front of the building located directly Northeast of the State Capitol at the block of Piedmont Avenue and Martin Luther King, Jr. Drive or use the walkways leading from the parking decks. The Georgia Building Authority parking office coordinates the availability and safe use of parking facilities for state employees, legislators, contractors and visitors.
Approximately 15 minutes	Security Check-In: You will be required to show identification at the Security Desk on the 1st floor. Visitors will be required to present a valid photo ID (driver's license, military ID, or other government issued ID cards). The security officer will issue a visitor's ID with a photo that will be worn on one's clothing. The visitor ID must always be displayed. The visitor ID is valid for one business day (6am - 6pm) and will automatically expire. Before being allowed through the turnstile, all visitors with carry-on items will be required to place those items through the X-ray machine in accordance with current access control policy. The security check-in process takes up to 10-15 minutes. Please consider arriving earlier than your scheduled appointment to accommodate the security check processes.
Approximately 15 minutes	Check-In with Procurement Lead Upon Arrival: Tracey Woods, Agency Sourcing Manager Georgia Department of Administrative Services Email: PBA.Procurement@dch.ga.gov
Approximately 30 minutes	Vendor Setup Time: Please adhere to the one-half (1/2) hour maximum for setup.



3.2 WELCOME & INTRODUCTIONS

Agenda #	Agenda Item
1	State of Georgia & Supporting Organizations Introductions
2	Supplier Introductions
3	Opening Remarks & Participant Instructions
4	Agenda Review

3.3 PBA SERVICES DEMONSTRATION AGENDA

The Supplier is to ensure the demonstration of the items identified below support their response to the corresponding question within Attachment R – PBA Services Mandatory Scored Questions.

Agenda #	Maximum Allotted Time	Mandatory Scored Question(s) Requiring Demonstration
5	10 minutes	QUESTION #3: Provide an overview of your Point-of-Sale (POS) Solution as described in your response.
6	10 minutes	QUESTION #5: Demonstrate the system(s) you utilize for Prospective Drug Utilization Review (ProDUR) editing as provided in your response.
7	5 minutes	QUESTION #9: Simulate in real time the POS Solution's capabilities that fully support the State's drug reimbursement methodology as provided in your response. Demonstrate how your Solution will retrieve drug files and support customization.
8	5 minutes	QUESTION #11: Simulate in real time the POS Solution's capabilities and limitations with regards to the Authorized Solution Users' access to the POS claims processing solution, including the web link, as described in your response.
9	10 minutes	QUESTION #13: Simulate your Solution's ability to track and report all Coordination of Benefits (COB) activity as described in your response.
10	10 minutes	QUESTION #14: Demonstrate in real time how a physician can submit an Electronic Prior Authorization (ePA) directly from the electronic medical record. Demonstrate in real time how a Provider who does not want to submit through an electronic medical record can submit an ePA.
11	25 minutes	QUESTION #15: Demonstrate your Prior Authorization (PA) system as described in your response. Your demonstration must include the following: a. Your system's ability to incorporate receipt of additional documentation to support PA criteria (such as lab values or member chart notes) prior to approval or denial of a request, including the ability to report on this field.



Agenda #	Maximum Allotted Time	Mandatory Scored Question(s) Requiring Demonstration
		b. Electronic processes for the review of PA requests, review of Appeals, attachment of supporting documentation, and the transmission of that information to your clients. c. The method (s) that status claims are incorporated (if at all) and how the 24-hour Centers for Medicaid and Medicare Services (CMS) mandated turnaround time for prior authorization shall still be maintained. d. Process and conditions a PA request shall be cancelled. e. Process and extent of capabilities to systematically “grandfather” current users when a new prior authorization requirement is implemented. f. Capacity of the system to enter a prior authorization approval code in the system with a future Effective Date. g. All methods available for submission of initial requests and Appeals for prior authorization. h. Your ability to support a primarily telephonic PA request process and additional staffing needed. i. Process of tracking and reporting status of prior authorization requests and Appeals. j. The process of finding and retrieving current and historical PA records.
12	10 minutes	QUESTION #21: Demonstrate features of the Interactive Voice Response (IVR) system that address the needs of special populations (e.g., individuals with limited English proficiency, individuals with vision and/or hearing impairments, etc.).
13	15 minutes	QUESTION #25: Perform a walkthrough of your call monitoring system that will allow the State the ability to select calls without pre-screening or pre-selection by the Supplier.
14	10 minutes	QUESTION #27: Demonstrate your reporting tool’s capabilities, including the process for generating Ad hoc reports and customizing queries, as described in your response.
15	10 minutes	QUESTION #28: Demonstrate role-based Authorized Solution User access with the different levels of access which will be made accessible to the reporting tool.

3.4 QUESTION & ANSWER PERIOD

3.5 CLOSING REMARKS