

**ADDENDUM #2**  
**REVISIONS TO RFP**  
**RFP # 320 PUR-DHHRFP-ACCESS-FY16-OAAS**  
**ACCESS SERVICES FOR LONG TERM**  
**SUPPORTS AND SERVICES**  
**OFFICE OF AGING AND ADULT SERVICES**

**Page 12, Section 2.3.5.2.**

100% of calls and telephonic LOCET screenings shall be recorded and stored for a period of at least 90 days for the purpose of appeals reference. The contractor must have the capacity to at the request and direction of DHH, store at least 5% of recorded calls for the entire term of the contract ~~longer periods of time.~~

**Page 45, Section 6.2.3.**

The systems shall conform to the following HIPAA-compliant standards as amended for information exchange. Transaction types may include, but are not limited to, the following:

- ASC X12N 834 Benefit Enrollment and Maintenance;
- ASC X12N 270/271 Eligibility/Benefit Inquiry/Response;
- ~~-ASC X12N 276 Claims Status Inquiry;~~
- ~~-ASC X12N 277 Claims Status Response;~~
- ASC X12N 278 Utilization Review Inquiry/Response;"

**Page 72, Section 9.15.1.**

Whenever the terms "shall," "must," or "is required" are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory. ~~A proposer's failure to address or meet any mandatory requirement in a proposal may be cause for DHH's rejection of the proposal.~~ Proposals that are not consistent with mandatory requirements may be cause for DHH's rejection of the proposal.

**Page 72, Section 9.15.2.**

Whenever the terms "can," "may," or "should" are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement. ~~Accordingly, a proposer's failure to address or provide any items so referred to will not be the cause for rejection of the proposal, but will likely result in a less favorable evaluation.~~

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**Page 72, Section 9.16.4.**

Proposals should include, whenever possible, supporting data in responses to questions about experiences, outcomes and/or practices in other ~~dates~~ states. Failure to do so will be reflected in scoring.

**Page 73, Section 9.17.8.**

Responses to Parts II ~~–XV through XII and XIV~~ should be included an additional binder(s) and clearly labeled with contents. The Proposer should duplicate Appendix E, “Proposal Submission and Evaluation Requirements,” Parts II ~~–XV through XII and XIV~~ and use as the ~~Table of Contents~~ index for each binder. The response to each Part should be clearly tabbed and labeled. Attachments should only be provided as requested in the “Proposal Submission and Evaluation Requirements,” and should be clearly labeled, including the Part and question number from the Requirements document. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.

**Page 73, Section 9.17.9.**

The response to Sections XIII (Cost) and XV (Financial Requirements) should each be in ~~a~~ separate binders and clearly labeled with contents. Attachments should only be provided as requested in the “Proposal Submission and Evaluation Requirements,” and should be clearly labeled, including the Part and question number from the Requirements. Any information not meeting these criteria will be deemed extraneous and will in no way contribute to the evaluation process.

**Page 109, Glossary Item, “Major Subcontract.”**

**Bullet 2:**

- the subcontract is considered by DHH to be for a key type of service or function, including, but not limited to:

**Last paragraph:**

For the purposes of this RFP, major subcontracts do not include contracts with any non-affiliates for any of the following, regardless of the value of the contract: utilities (e.g., water, electricity, telephone,

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Internet), mail/shipping, office space, or computer hardware. ~~Major subcontracts do not include contracts with direct service providers.~~

**Appendix E, page 1, paragraph 2, second sentence:**

The Proposer should complete only the first column of this form to provide an index referencing the location of your response to each item listed (page and section number). This completed form should be included ~~as Appendix A~~ with the response to Appendix E of your proposal.