

## **ATTACHMENT FOUR TECHNICAL NARRATIVE QUESTIONS**

The Technical Narrative Questions are designed to help OHCA learn about the technical capabilities of the proposed solution. The responses to each of the questions in this section will be evaluated and the score will be one component of the selection criteria. Please respond to only those sections (a.-n) that apply to your organization. For each response to question 3 please provide number of years' experience, and projects of similar size and scope for which you are currently or have provided within the last five (5) years. Each section of question 3 will be evaluated individually.

Answer each narrative question clearly and completely. Any unclear or incomplete answers will be deemed non-responsive, disregarded, and will receive a zero score. Be sure that the response provides sufficient detail to objectively evaluate the response, while not providing irrelevant information. Use separate pages and clearly reference the question number. References to websites or other external materials in lieu of a response as defined above may be deemed non-responsive and accordingly receive a score of zero.

1. **Corporate Information** – Provide an overview of the Bidder's organization. Also provide the following information for the Bidder and for the Bidder's parent organization, inclusive of all subsidiaries and affiliated companies, if applicable: Date established; organization type (corporation or other); headquarters; for-profit or non-profit status; revenues in most recent complete fiscal year; and number of employees.
2. **Subcontractors** - If you are proposing to use subcontractor(s) for any portion of the scope-of-work, provide the corporate information for each subcontractor. Describe the activities to be performed by your subcontractor(s) and how you will monitor their work to ensure compliance with Contract requirements.
3. **Relevant Experience,**
  - a. Programs of All-inclusive Care for the Elderly (PACE)
  - b. Providing quality measures for Medicaid programs
  - c. Evaluation of Medicaid programs including but not limited to:
    - i. Medical Homes
    - ii. 1115 Waivers
    - iii. PACE
    - iv. Health Management
    - v. Pain Management

- vi. Health Access Networks
  - d. Quality Measures, Performance Improvement Projects
  - e. Actuary Services including but not limited to:
    - i. Non-Emergency Transportation
    - ii. Emergency Transportation
  - f. Audits
    - i. Pharmacy Claims
    - ii. Providers
    - iii. Members
  - g. Utilization Management
  - h. Value Based Purchasing
  - i. Data Vulnerability
  - j. Return on Investment
  - k. Complex Requests for Proposals (RFPs)
  - l. State Plan Amendment development
  - m. Emerging Health Trends
  - n. Grant proposals and evaluations with a focus on access, cost, and quality
4. **Non-Compliance** – Describe any instances of non-compliance with respect to the contracts identified in your responses to question 3 (Relevant Experience a.-n.). Also identify any instances of non-renewal for contracts with scopes-of-work related to RFP, whether or not included in your responses to questions 3 and 4. For each finding of non-compliance, describe the nature of the issue, the date of the finding, any sanctions levied and how the non-compliance was corrected. The non-compliance information can be limited to January 1, 2016 or later. At the Bidder’s option, the non-compliance information can be provided in an attachment that will not count against the page limit.
  5. **Key Personnel Staffing Model** – Describe your proposed model for staffing Key Personnel positions.
  6. **Implementation Milestones** – Describe your process for ensuring timely implementation of the contract. Identify potential barriers to implementation and how you propose to address them. Discuss any barriers to implementation encountered with respect to the contracts presented in your responses to items 2 and 3, and whether these resulted in any delay(s) to the contract(s) going live on schedule. Attach an implementation plan that shows major tasks and implementation milestones.
  7. **Compliance** -- Discuss how the Bidder shall remain current on Federal and Oklahoma State law, rules, and regulations that affect the OHCA;
  8. **Change Management**--Describe the Bidder’s change management model in relation to scope requirements.