

**Credentialing and Provider Enrollment Services
RFP #18-006
12/5/2018**

Question Number	RFP Section Reference	RFP Page Number	Question
1.	General	N/A	Do all providers participate with all carriers? If not, on average, how many carriers do providers participate with? Participating providers with carriers depend on plan coverage as it relates to approved credential type within the contract. On average EHN is contracted with approximately 80 insurance plans
2.	General	N/A	Is the work currently performed by a vendor or through in-house EHN staff? In-House
3.			If the work is currently performed by another vendor, please identify the vendor and the current cost of services. NA
4.			If this is not a new service, please indicate: <ul style="list-style-type: none"> • The number of providers currently enrolled Approximately 200 • The number of plans they are currently enrolled with Approximately 80 • The estimated number of providers to be enrolled by month for the term of the contract 1-10 • The number of re-credentialing to take place during the term of the contract
5.	General	N/A	Are there any elements of the scope of work that are not currently performed? If so, please clarify what requirements are not currently being done. Not applicable it was done internally
6.	General	N/A	Please describe the functionality with the EHN provided system, including: <ul style="list-style-type: none"> • Are there any gaps in the scope of work that the current system cannot perform? Uncertain, system has not been utilized to capacity • What data is available in the EHN-provided system? Demographics to include licensure, renewals, enrollments etc.
7.	General Provisions, #1	7	This item references a “proposal sheet” that has been provided by EHN. Please clarify if this “proposal sheet” is Appendix A of the RFP. If not, please identify where bidders can locate this form. Appendix A is the cover sheet to contractor’s proposal. There is no specific Proposal Sheet except Contractors Proposal Summary which is created by the contractor as part of the proposal. Pg. 21 “Organizations and Format”

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8.	General Provisions, #11	9	Item 11 references a “proposal response sheet.” Please confirm this is the same as the “proposal sheet” identified in item #1. Appendix A is the cover sheet to contractor’s proposal. There is no specific Proposal Sheet except Contractors Proposal Summary which is created by the contractor as part of the proposal. Pg. 21 “Organizations and Format”
9.	General Provisions, #11	9	Item 11 references the “Contract page(s).” Please identify where the contract pages can be located. Will be available to the awarded vendor
10.	General Provisions, #13	10	RFP states “any and all information submitted to EHN is subject to disclosure to third parties as per the requirements of the TPIA.” However, as a privately-held company, our audited financials are not subject to public disclosure. Would EHN allow us to provide a redacted proposal that redacts these documents only? This copy could then be released upon public records request. Yes. Document is only to ensure contractor is financially capable to perform contract.
11.	Section II, Procurement Protocols & RFP Response Package Inductions	20	Please specify submission requirements. Specifically: <ul style="list-style-type: none"> • Are vendors required to submit hard copies of the proposal to EHN? If so, how many copies are desired? Please provide an address where vendors are to submit copies. Either hard copy or email • Is submission via email acceptable in lieu of hard copy submissions or is submission via email required in addition to hard copy submissions? Contractor can submit via email or hard copy. We do not put a limit on pages. 9609 Carnegie Ave. El Paso TX 79925 if hard copy Email: rfp@ehnel Paso.org - 150MB per email, however, vendor can send as many emails as to complete their proposal
12.	Section II, Procurement Protocols, Organizations and Format	21	The RFP states that “All the sections listed below must be included in the proposal, in the order presented with the Section Number listed.” However, the Section Numbers included in the RFP are at a very high-level. Are there specific Section Numbers EHN would like vendors to use? Please clarify to what section this clause refers. Use your own format. Ensure all EHN forma are filled and signed
13.	Response Package Components, Proposal Pricing	22	Please identify where the “Contractor Proposal Form and Acknowledgement Form” are located in the RFP. This refers again to Appendix A and all attached appendixes.
14.	Response Package Components, Proposal Pricing	22	Is there a specific format EHN desires for pricing? The RFP does not include a specific form. Free form
15.	Response Package Components, Proposal Pricing	22	Please confirm pricing is to be provided in the same document as the technical proposal and not separately sealed. Same Document

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16.	Review Process and Evaluation Criteria	23	The evaluation criteria references “system application and on-demand information availability”, however, we also recognize that there is an EHN provided system that all data must be entered into. Please clarify what system functionality the Contractor is required to bring and what is provided through the EHN-provided system. System compatibility or access links to Netsmart, Anassasi, Cactus,
17.	Appendix C, HUB Subcontracting Plan	27	Please clarify sub-vendor requirements related to HUB and how they will be scored. No scoring. Please ensure that all sub-contractors you will use are listed and if they are HUB certified
18.	Conflict of Interest Questionnaire	28	May bidders add N/A as an option to the Conflict of Interest Form to correctly capture instances when bidders have no business relationships with a local government entity? Add N/A