

**Department of Human Services
Med-QUEST Division**

**No. RFP-MQD-2025-006
Issued: April 1, 2025**

**Ombudsman Services for Medicaid Beneficiaries and Providers
Amendment #2**

	RFP Section	RFP Language	Amendment (deletions are crossed out and new language is underlined)
	20.200.A	A. An orientation for Offerors in reference to this RFP will be held on the date specified in Section 20.100, at 1:30 pm (H.S.T.) at the Med-QUEST Office, Kakuhihewa Building at 601 Kamokila Boulevard, #264, Kapolei, Hawaii. In addition, Offerors may attend the orientation via teleconference at:	A. An orientation for Offerors in reference to this RFP will be held on the date specified in Section 20.100, at 1:30 pm <u>Hawaii Standard Time</u> (H.S.T.) at the Med-QUEST Office, Kakuhihewa Building at 601 Kamokila Boulevard, #264, Kapolei, Hawaii. In addition, Offerors may attend the orientation via teleconference at:
	20.400.A 20.400.B	A. Potential Offerors shall submit a Notice of Intent to Propose to the Issuing Officer no later than the date identified in Section 20.100 at 2:00 p.m. (H.S.T.) using the format	A. Potential Offerors shall submit a Notice of Intent to Propose to the Issuing Officer no later than the date identified in Section 20.100 at 2:00 p.m. (H.S.T.) using the format provided in Appendix A. Submission of a Notice of Intent to Propose is not a

	<p>provided in Appendix A. Submission of a Notice of Intent to Propose is not a prerequisite for the submission of a proposal, but it is necessary that the Issuing Officer receive the letter by this deadline to assure proper distribution of amendments, questions and answers, and other communication regarding this RFP.</p> <p>B. The Notice of Intent may be mailed or emailed to:</p> <p>Jon Fujii c/o Eric Nouchi Med-QUEST Division-Finance Office 1001 Kamokila Boulevard, Room 317 Kapolei, Hawaii 96707-2005 Email: mqdcmcs@dhs.hawaii.gov</p>	<p>prerequisite for the submission of a proposal, but it is necessary that the Issuing Officer receive the letter by this deadline to assure proper distribution of amendments, questions and answers, and other communication regarding this RFP. The Notice of Intent to Propose shall be on the official business letterhead of the Offeror and shall be signed by an individual authorized to commit the Offeror to the work proposed. The submission of a Notice of Intent to Propose is necessary for the Issuing Officer to provide the designated proposal electronic submission site.</p> <p>B. The Notice of Intent may be mailed or emailed to:</p> <p>Jon Fujii c/o Eric Nouchi Med-QUEST Division-Finance Office 1001 Kamokila Boulevard, Room 317 Kapolei, Hawaii 96707-2005 Email: mqdcmcs@dhs.hawaii.gov</p> <p><u>B. The Notice of Intent shall include the subject line "The Notice of Intent to Propose for Medicaid Ombudsman RFP" and shall be emailed to:</u> <u>mqdcmcs@dhs.hawaii.gov</u></p>
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	<p>21.100.E 21.100.F</p>	<p>E. The Offeror shall place the Mandatory requirements, as described in Section 60, in the Mandatory Proposal subfolder as one (1) PDF file.</p> <p>F. For the Technical Proposal subfolder, the Offeror shall create one (1) PDF file for each evaluation category described in Section 80. Each file nomenclature shall be the same as the evaluation category (e.g., Category - Executive Summary). For each evaluation category PDF file submission, the Offeror shall include all appendices, graphics, and attachments as required in this RFP or to support the responses only for the specific evaluation category. The information required in Appendix G and Appendix H shall be submitted as two (2) separate files from other submissions in the Mandatory Proposal subfolder. No video shall be included.</p>	<p>E. The Offeror shall place the Mandatory requirements, as described in Section 60, in the Mandatory Proposal subfolder as one (1) PDF file. <u>Appendix H shall be submitted as a separate file from other submissions in the Mandatory Proposal subfolder.</u></p> <p>F. For the Technical Proposal subfolder, the Offeror shall create one (1) PDF file for each evaluation category described in Section 80. Each file nomenclature shall be the same as the evaluation category (e.g., Category - Executive Summary). For each evaluation category PDF file submission, the Offeror shall include all appendices, graphics, and attachments as required in this RFP or to support the responses only for the specific evaluation category. The information required in Appendix G and Appendix H shall be submitted as two (2) separate files from other submissions in the Mandatory Proposal subfolder. No video shall be included.</p>
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1.	60.100.A	<p>A. The following sections describe the required content and format for the mandatory and technical proposal. These sections are designed to ensure submission of information essential to understanding and evaluating the proposal. There is no intent to limit the content of the proposal, which may include any additional information deemed pertinent. It is essential that the Offeror provide the information in the following order separated by tabs:</p>	<p>Revise the following:</p> <p>A. The following sections describe the required content and format for the mandatory and technical proposal. These sections are designed to ensure submission of information essential to understanding and evaluating the proposal. There is no intent to limit the content of the proposal, which may include any additional information deemed pertinent. It is essential that the Offeror provide the information in the following order separated by tabs: <u>Offeror shall use the following guidelines when submitting proposal:</u></p> <p><u>1. The Offeror shall comply with all content and format requirements for the mandatory and technical proposal. The proposal shall be in a letter size format (8 ½" by 11"), one and a half (1.5) line spacing, and with text no smaller than 11-point Verdana font. For graphics and diagrams, text shall be no smaller than 10-point Verdana font. The pages shall have at least one-inch margins.</u></p>
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			<p><u>All proposal pages shall be numbered and identified with the TPA's name and the respective evaluation category section.</u></p> <p><u>2. All the referenced attachments, including graphics, flowcharts, diagrams, shall be placed after the narrative responses for that subsection of the Mandatory Proposal responses and each evaluation category of the Technical Proposal responses.</u></p>
2.	60.100.C	<p>C. The technical proposal shall include the following sections (Sections 60.500 to 60.900):</p> <ol style="list-style-type: none"> 1. Executive Summary 2. Company Background and Experience 3. Company Experience 4. References 5. Company Capabilities 6. Organization and Staffing <ol style="list-style-type: none"> a. Organization Charts b. Staffing 7. Data Processing Capabilities 	<p>Revise the following</p> <p>C. The technical proposal shall include the following sections (Sections 60.500 to 60.900):</p> <ol style="list-style-type: none"> 1. Executive Summary 2. Company Background and Experience <ol style="list-style-type: none"> <u>a. Background of the Company</u> <u>b. Company Experience</u> <u>c. References</u> 3. Company Experience 4. References 3. Company Capabilities 4. Organization and Staffing

			<ul style="list-style-type: none"> a. Organization Charts b. Staffing <p>5. Data Processing Capabilities</p>
3.	60.500.B	<p>B. The Offeror shall provide a statement that, to their knowledge, no one from their organization is receiving payments from any of the participating Hawaii MQD QI health plans and FFS contractors.</p>	<p>Revise the following:</p> <p>B. The Offeror shall provide a statement that, to their knowledge, no one from their organization is receiving payments from any of the participating Hawaii MQD QI health plans and FFS contractors.</p>