



SOLICITATION AMENDMENT

Solicitation Number: RFP YH09-0026
Amendment Number Two
Solicitation Due Date: April 28, 2009, 3:00 P.M.
M.S.T.

Arizona Health Care Cost Containment
System
(AHCCCS)
701 East Jefferson
Phoenix, Arizona 85034

Purchasing Manager
Marilyn Ehren
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Page 1 of 1 with attachment

A signed copy of this amendment must be returned with the proposal and received by AHCCCS on or prior to the Solicitation due date and time. This solicitation is amended as follows:

1. Reference: Page one of the RFP. **CHANGE** the proposal due date to **April 28, 2009, 3:00 P.M. M.S.T.**
2. Questions and Answers are attached.

Offeror hereby acknowledges receipt and understanding of this Solicitation Amendment.		This Solicitation Amendment is hereby executed this 9 th day of March, 2009, in Phoenix, Arizona.	
		Signed Copy in Contract File	
Signature	Date		
Typed Name and Title		Michael Veit	
		Contracts and Purchasing Administrator	
Name of Company			

Question #	Section Name	Paragraph # /Title	Page #	Question	Response
1				<p>Specifications were not provided for the artwork for the carrier and the envelope. Will these be custom printed pieces? If so how many colors will be printed on each, front and back?</p> <p>Are there multiple versions to the carrier or envelope?</p>	<p>No</p> <p>No</p>
2				Will the envelope be printed with an indicia?	In accordance with USPS requirements
3				I understand there are 2 versions of cards. Can you give a breakdown of total number of cards to be printed for each version?	No because Member changes effect totals
4				Since the cards and possibly the carriers and envelopes are custom made products, IPC bills our customers upon completion of the entire manufacturing order. All custom printed materials are to be paid for in advance of production. IPC then bills for the imaging, processing and mailing of the cards separately per daily order on an ongoing basis. Is this acceptable invoicing method for this program?	<p>No</p> <p>See: Pricing Schedule Paragraph 2, A – Page 10</p>
5				We use outside sources to print the cards, carriers and envelopes. Everything else is done in house. Do we need to submit Insurance information for each subcontractor?	<p>Yes</p> <p>See: Special Terms and Conditions – Paragraph 21 – Page 41</p>
6				Will postage be paid up front or as mailed?	<p>As mailed</p> <p>See: Scope of Work – Paragraph J – Page 8</p> <p>See: Pricing Schedule – Paragraph C – Page 10</p>

7	Scope of Work	K1	8	Scope of work the receipt mentioned on Page 8 section K1 Which form is this?	See: Scope of Work – Paragraph 2 – Page 7 3602R and USPS receipt
8		3.1.4	22	Do “key personnel” refer only to your project or “key personnel” of our company as a whole, e.g. our senior leadership team (Page 22 Section 3.1.4)	Project and Company as a whole
9				What are the specs for the carriers and envelopes?	No specs for carriers available, envelopes are #10 standard window
10				What “other materials” do you anticipate?	Letters and/or notices See: Scope of Work - Paragraph H - Page 6, 7
11				How many different card versions do you anticipate?	See: Scope of Work - Paragraph 2 - Page 4
12				Could we please get one sample of each of the current pieces in use (cards, carriers and envelopes)? If this is not possible could we at least get PDF files of each?	Samples available in the AHCCCS Procurement office. None
13				Will we be able purchase a years worth of cards, envelopes, & carriers at one time?	Yes, but remember you can not bill except for cards issued.
14		23	44	What types of licenses are you referring to on Page 44, Section 23?	All required licenses to do business i.e.: sales tax license
15				Will AHCCCS require the round stamped copy of the postal statement from the USPS for review upon mailing, and if so, can we provide it electronically?	3602R and USPS receipt Yes
16				“Contractor shall provide Postage and the services to seal, meter and mail the cards.” Will you be prepaying postage, would we be billing this as a separate line item, or are you looking to have it included as part of the overall cost?	Part of all inclusive fixed costs. See: Scope of Work – Paragraph I, J – Page 8 See: Pricing Schedule – Paragraph 4 – Page 11

17				What is the desired frequency of billing (daily, weekly, or monthly)?	Monthly See: Pricing Schedule – Paragraph 2, A – Page 10
18				How many cards per kit can be affixed per carrier (one – six)?	Currently four
19				Can we mail multiple card kits in separate envelopes- 1-6 in one envelope and 7-12 in another and so on?	If cost effective.
20				Will you require card processing on weekends and holidays or just Monday – Friday?	M - F See: Scope of Work – Paragraph 1 – Page 7
21				Do you require the ability to track your mail through the postal system?	Yes See: Scope of Work – Paragraph K, 1,2 – Page 8
22				Will there be a need for any bulk order shipping via UPS or FedEx to businesses?	No See: Scope of Work - Paragraph J - Page 8
23				Please further define “fixed rate contract”?	All inclusive fixed price per card.
24				What are the primary business reasons for the RFP other than cost reduction?	Procurement Code requires competitive bids.
25		1 & 2	4	What input will your “Health Care Providers” have in the award decision and what interaction will we have with them in the event we are awarded the contract (Page 4, items 1 & 2)?	None See: Scope of Work - Paragraph 1, 2 - Page 4
26				Please list challenges that have occurred with previous processes or suppliers that you would like to avoid or eliminate.	No issues.
27				Will AHCCCS provide information for all cards including Health Contractor cards or will each Health Contractor provide their own data?	Yes, AHCCCS provides the information.
28				Please describe the problems you have had with cards warping in the heat.	Present cards have not been an issue.

29				When will the contract be awarded and when will it take effect?	Anticipate sixty (60) days after closing.
30				You mention 2,000 to 2,500 cards daily, with a possible single run of up to 129,000. How many cards would we be expected to produce and have on hand for a 12 month period?	Enough to cover the 2,500 daily cards issued.
31				Are all cards the same design as far as the artwork for the cards? If there are different versions, how many? I am inquiring strictly about preprinted static information, not variable info which would be imaged as we personalize.	Yes
32				Does the \$.72 cost per card include Carrier? Envelope, Postage? On the Postage would it be allowable to have pre-printed First Class indicia on the envelope instead of metering each piece?	Yes Yes
33		2	10	On page 10, section 2 how many parties would we be invoicing?	See: Scope of Work - Paragraph 2 - Page 4
34				Does the \$0.72 price include First Class postage?	Yes See: Scope of Work – Paragraph 1 - Page 4 Paragraph J –Page 8
35				Can we obtain samples of the current cards, carriers and envelopes?	Samples available in the AHCCCS Procurement office.
36				What is the difference between the 1) the Plastic ID card and 2) the Laminate ID card?	See: Scope of Work – Paragraph 1 – Page 4 Paragraph C – Page 5 Paragraph F, 1 – Page 6
37				Does the Laminate card have a magnetic stripe?	No
38				Is there a pre-bid meeting?	No

39				It states the quantity is estimated at 2000-2500 daily. Is that only business days Monday thru Friday? Is it possible to get historical data of previous month/yearly quantities?	Yes See: Scope of Work – Paragraph 1 – Page 7 AHCCCS has not tracked monthly/yearly quantities
40				Is it possible for you to provide a sample of the current card and /or carrier? If not, can you provide the specs for what you are currently using?	Samples available in the AHCCCS Procurement office.
41				Can you give me an idea of what the current annual spend on this contract is?	AHCCCS annual spend is approximately \$65,000, but we do not have the costs charged to the Health Contractors.
42				Would you describe your current process?	See: Scope of Work – Paragraph 2 – Page 4
43				When is AHCCCS's desired program go-live date?	Sixty (60) days after award.
44	Pricing Schedule		11, 12	Is the Pricing Schedule (pg 11, 12) the extent of what would be considered a part of the "All-inclusive" cost of \$0.72 per card?	See: Scope of Work – Paragraph I, J –page 8 Paragraph 6,7 – Page 8
45				What file format does AHCCCS anticipate providing? Will there be a different file for each of the member group/provider? If so, will the file formats be consistent?	ID Card files are a fixed length layout; they are in ASCII format when transmitted. The files used to bill the plans is a fixed length report format, it contains total cards by plan and total envelopes needed also by plan Yes. Four categories but each type file will be the same: FFS; QMB; LTC; Emergency
46				Does the card art bleed?	No
47				Will there be a requirement for metallic inks?	No

48			<p>Will AHCCCS be able to provide the vendor advance notice of any spikes in volume? What factor(s) determine spike in quantity?</p>	<p>Yes Program changes.</p>
49			<p>What are AHCCCS's specific disaster recovery needs?</p>	<p>See: Scope of Work – Paragraph 5,a,b,c – Page 7 Paragraph 6,7 - Page 8</p>
50			<p>How is postage payment handled? When is it paid?</p>	<p>Postage is part of all inclusive fixed price. See: Scope of Work – Paragraph J – Page 8 See: Pricing Schedule - Paragraph B, C - Page 10 Paragraph 4 - Page 11</p>
51			<p>We would like to investigate the possibility of submitting a proposal relating to providing a "Smartcard", a computerized chip containing designated Personal Healthcare Records and related Insurance Information. In addition, another option would be to incorporate the required information within a Bank Credit Card, with the bank offsetting the production costs (while providing immediate payment for services). This Card is produced within complete HIPAA Compliance.</p>	<p>You must be responsive to the original Scope of Work before any other options would be considered. See: Scope of Work Paragraph 1 thru 5 Page 4 thru 9</p>