

# QUITPLAN Services Vendor RFP Questions and Answers

## Questions Submitted March 21 – April 3, 2013

No questions were submitted during this time period. This is the final posting of questions and answers.

## Questions Submitted March 14 – March 20, 2013

- 1. Cell # J25 (Subtotal – NRT under FY 2015) will only print as #####'s as the number is too large for the column width – could you please unlock this cell or make this column wider?**

*Response: We have corrected the spreadsheet and reposted it on the QUITPLAN Services RFP web page at <http://clearwaymn.org/quitplan-services-vendor-rfp/>*

*Please use the revised version of the budget spreadsheet called:  
2013ClearWayMinnesotaCessationServicesVendorRFP\_budget\_rev\_3\_25\_13*

- 2. Will ClearWay Minnesota want full demographic information on materials-only calls or calls resulting in registration for standalone text messaging or emails or is an abbreviated intake acceptable?**

*Response: ClearWay Minnesota will work with the selected vendor to adopt a set of intake questions for each program component that meets current information needs while minimizing the burden on participants. Intake protocols should be flexible enough to allow addition or deletion of questions as requested by ClearWay Minnesota. Applicants may propose alternative data collection methodologies and recommendations to achieve a balance between data needs for programmatic, reporting and evaluation purposes and client responsiveness.*

**Next Posting will be April 8, 2013 (questions received from March 21-April 3, 2013 at 4:30 PM Central Time)**

## Questions Submitted February 28 – March 13, 2013

- 1. Are we allowed to submit attachments not described in the RFP as an Appendix to our proposal? If so, please let us know if there are restrictions or special instructions.**

*Response: We ask that you please only submit the requested attachments (Section 5: Required Attachments page 14-15) and no additional items. Finalists will likely be able to provide additional materials at the interview.*

**Next Posting will be March 25, 2013 (questions received from March 14 - 20, 2013 at 4:30 PM Central Time)**

## Questions Submitted February 9 - 27, 2013

**1. Can you tell us more about the QuitCash Challenge referred to on page 25?**

*Response: The QuitCash Challenge (QCC) is a quit and win contest sponsored by QUITPLAN Services. The next QCC began registration on March 1, 2013. Participation is open to any current Minnesota tobacco user, 18 years of age or older. Participants must register (online at [quitcash.com](http://quitcash.com) or by mail-in registration form) between March 1 and March 31; quit smoking by April 1, 2013 and stay quit through at least the month of April. A random drawing is used to select the winner, who must prove their tobacco-free status to win the \$5,000 grand prize.*

*Promotions for the QuitCash Challenge will include online ads that begin March 1, a television ad that begins March 4, and a radio ad that begins March 11. The registration page for the QuitCash Challenge is [www.quitcash.com](http://www.quitcash.com) and will be live on March 1.*

*New to this year's contest, we are encouraging participants to submit motivational videos to our QUITPLAN Services Facebook page. The information regarding the process and regulations for submitting the videos will be available at [www.facebook.com/quitplan](http://www.facebook.com/quitplan) under the "Quitting Journeys" tab.*

*Please note: The impact of the QCC was taken into consideration in preparing the Service Utilization Assumptions on pages 12-13 of the RFP and for the number of units included in the Budget Worksheet.*

**2. Budget Part 3 indicates that any costs for email or text messaging included as part of the QUITPLAN Helpline program are covered in Budget Part 6. However, Budget Part 6 does not have a line item for Text or Email, can we assume that all Helpline participants are eligible for text and email and would therefore include those costs in the "Helpline Intake Calls" (registration) line item?**

*Response: Please add line items to any of the budget sections to fit your proposed pricing for Helpline-related text and/or email. Although all Helpline participants will be eligible for Helpline-related text and email, it is unlikely that all will sign up for these services. Please explain how you calculated your proposed costs in the budget narrative.*

## Questions Submitted February 1 – 8, 2013 including the Bidders' Call on February 7, 2013

**1. Page 23 under Vendor Responsibilities for the Quitting Guide refers to enforcing annual mailing limits – what is this?**

*Response: The QUITPLAN Services Vendor will be responsible for tracking Quitting Guide shipments to help prevent multiple mailings to the same individual. We will likely limit each person to one copy of the quitting guide per 12-month period, but the specific limits will be determined with ClearWay Minnesota during the implementation phase.*

**2. Are you staying with the [quitplan.com](http://quitplan.com) URL?**

*Response: Yes.*

**3. Can you say more about what it means that ClearWay Minnesota will maintain the quitplan.com website?**

*Response: ClearWay Minnesota and our communications vendor Clarity, Coverdale, Fury (CCF) will be responsible for the “shell” of quitplan.com. CCF will redesign and build the new site.*

*The QUITPLAN Services Vendor will need to provide the registration components that will feed into quitplan.com. Applicants should describe in their proposals how they would propose doing this. During implementation, CCF and the QUITPLAN Services Vendor will work together to ensure all components function together and fit the look and feel of the QUITPLAN brand.*

**4. There are different methods for how the above (see #3) can be accomplished (linking the registration systems to quitplan.com). Do you have a preference for how this done?**

*Response: We will look to applicants to propose the approach they determine to be most effective and efficient. When designing the registration process and the flow of information, vendors will need to keep in mind that neither ClearWay Minnesota nor Clarity Coverdale Fury is a HIPAA-covered entity.*

**5. Does the QUITPLAN Services Vendor submit bills for Medicaid reimbursement to ClearWay Minnesota or directly to the Medicaid Office (Page 33)?**

*Response: The vendor will need to submit claims directly to Medicaid for reimbursement for NRT. Please see Eligibility Requirements #7 (page 7).*

*ClearWay Minnesota is exploring the possibility of administrative match for quitline services with the state. Should this move forward, we would expect to work with the QUITPLAN Services Vendor and the Department of Human Services (Medicaid agency) on billing for quitline counseling services for Medicaid enrollees.*

**6. Does the vendor submit bills for reimbursement from the health plans (page 33)?**

*Response: ClearWay Minnesota partners with six health plans in Minnesota to transfer their members to their quitlines. For some self-insured groups without an NRT benefit, ClearWay Minnesota enrolls those callers in the QUITPLAN Helpline rather than transferring them to their health plan quitline.*

*To date, ClearWay Minnesota has an agreement with one health plan to be reimbursed for counseling provided to their self-insured members who enroll in the QUITPLAN Helpline. This agreement may be extended to other plans in the future. The QUITPLAN Services Vendor will need to have business associate agreements with any health plan with which we enter into a reimbursement agreement to allow for the transfer of member data. However, the billing of health plans for reimbursement can flow through ClearWay Minnesota.*

**7. Are the click-to-call service and on-line registration service mutually exclusive (page 22)?**

*Response: These two features will help facilitate online access to the QUITPLAN Helpline. We would like the click-to-call feature to be turned on during Helpline operating hours and turned off when no live coaches/staff are available to make the outbound calls (this includes high volume periods).*

*Online registration will be available when the Helpline is closed. Applicants may propose alternative approaches and provide their rationale.*

**8. Can you say more about what it means to be available to help if people are having problems (Page 19 item 4)?**

*Response: We would like consumers to have access to real-time technical assistance if they have problems with online registration for any of the QUITPLAN Services. Please note that real-time TA only needs to be available during the QUITPLAN Services Vendor's operating hours. Technical assistance should be available in both English and Spanish.*

**9. Do you have any examples of real-time technical assistance?**

*Response: This is not something we have done before, but it would be similar to technical assistance you receive when shopping online in the event the ordering system or shopping cart is not working properly on your computer.*

**10. Is it ClearWay Minnesota's intent that the standalone text program be different in content from the standard text program offering through QUITPLAN Helpline?**

*Response: We are open to having the same or different content for both the standalone and Helpline text programs. Please keep in mind that the QUITPLAN Services Vendor must be able to incorporate additional content from ClearWay Minnesota as requested in both emails and texts (page 24).*

**Next Posting will be March 4, 2013 (questions received from February 9 – 27, 2013 at 4:30 PM Central Time)**