

REQUEST FOR PROPOSAL
Pharmacy Benefits Manager / Point of Sale Processor
For Utah AIDS Drug Assistance Program (ADAP)
Solicitation # NS13016

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal (RFP) is to enter into a contract with a qualified firm to provide pharmacy benefits management services, including claims adjudication, coordination of benefits and point-of-sale processing for clients served by the Utah AIDS Drug Assistance Program (ADAP). It is anticipated that this RFP may result in a contract award to a single contractor.

This RFP is designed to provide interested Offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

BACKGROUND

The mission of the Utah Department of Health (UDOH) is to protect the public's health through preventing avoidable illness, injury, disability and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles. The UDOH is dedicated to fulfilling its mission through direct provision of quality services, the development and stimulation of services of others, and the utilization of available resources in the most effective manner.

The mission of the Utah ADAP at the UDOH is to ensure that medications are available to persons living with human immunodeficiency virus (HIV) and are provided in a manner that ensures dignity for people affected by HIV disease.

The UDOH is comprised of divisions of Medicaid and Health Financing, Disease Control and Prevention, Family Health and Preparedness, and the Center for Health Data.

The Utah ADAP and the Communicable Disease Prevention Program, both located within the Division of Disease Control and Prevention, assist with coordinating the state's response to the HIV epidemic. The Utah ADAP conducts activities to (1) provide medications and supportive services to persons with HIV and (2) collect, compile, analyze and distribute data and information about the progression of HIV/AIDS (acquired immune deficiency syndrome) epidemics in the state.

The Utah ADAP assists low-income Utah residents, who are living with HIV, gain access to medications prescribed by a licensed clinician. Client eligibility is based upon (a) a gross annual household income less than or equal to 250% of the federal poverty level (FPL), (b) Utah residency, (c) enrollment in Medicare Part D if eligible, (d) and a prescription for a medication(s) included on the Utah ADAP Formulary written by a licensed Utah clinician.

The Utah ADAP currently serves approximately 500 clients and pays for an estimated 1,000 pharmaceutical claims per month.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Utah Department of Health. The reference number for the transaction is Solicitation #NS13016. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

SUBMITTING YOUR PROPOSAL

By submitting a proposal in response to this RFP, the Offeror is acknowledging that the requirements, scope of work, and the evaluation process, outlined in the RFP are fair, equitable, not unduly restrictive, understood and agreed to. Any exceptions to the content of the RFP must be protested to the purchasing agent prior to the closing date and time for submission of proposal.

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

The preferred method of submitting your proposal is electronically through BidSync. However, if you choose to submit hard copies, **one (1) original and six (6) identical copies** of your proposal must be received at the State of Utah Division of Purchasing, 3150 State Office Building, Capitol Hill, PO Box 141061, Salt Lake City, Utah 84114-1061. If sending via United States Postal Services (USPS), mail to the State of Utah Division of Purchasing, P.O. Box 141061, Salt Lake City, Utah 84114-1061.

Please allow sufficient time for delivery. Responses sent overnight, but not received by the closing date and time will not be accepted.

When submitting a proposal electronically through BidSync, please allow sufficient time to complete the online forms and upload documents. The solicitation will end at the closing time listed in the RFP. If you are in the middle of uploading your proposal at the closing time, the system will stop the process and your proposal will not be received by the system.

Electronic proposals may require uploading of electronic attachments. BidSync's site will accept a wide variety of document types as attachments. **Documents containing embedded encryptions cannot be processed by BidSync.** Additionally, the submission of documents containing embedded documents (zip files), mov, wmp, and mp3 files are prohibited. All documents should be attached as separate files.

Cost will be evaluated independently from the technical proposal, and as such should be submitted separate from the technical proposal. Failure to submit cost separately may result in an Offeror's proposal being judged as non-responsive. Inclusion of any cost or pricing data within the technical proposal may also result in an Offeror's proposal being judged as non-responsive.

LENGTH OF CONTRACT

The contract resulting from this RFP shall be for a period of five (5) years, plus a potential of two (2) months for transition period, funded on an annual basis.

PRICE GUARANTEE PERIOD

All pricing must be guaranteed for one (1) year. Following the guarantee period, any request for price adjustment must be for an equal guarantee period, and must be made at least 30 days prior to the effective date. Requests for price adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the contract shall not be effective unless approved by the State Director of Purchasing. The State shall be given the immediate benefit of any decrease in the market, or allowable discount.

STANDARD CONTRACT TERMS AND CONDITIONS

Any contract resulting from this RFP will include, but not be limited to; the **State's Standard Terms and Conditions (see Attachment A)**.

Exceptions to the Standard Terms and Conditions must be submitted with the proposal response. Exceptions submitted after the date and time for receipt of proposals will not be considered.

The State retains the right to refuse to negotiate on exceptions should the exceptions be excessive, not in the best interest of the State, could result in excessive costs to the State, or could adversely impact existing time constraints.

QUESTIONS

All questions must be submitted through BIDSYNC. Answers will be given via the BIDSYNC site.

Questions received after the posted Question & Answer Due Date will not be accepted or answered.

DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION)

An oral presentation by an Offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the Offerors' expense.

DEBRIEFING OF UNSUCCESSFUL OFFERORS

State Purchasing does not conduct face to face or teleconference debriefings. All debriefings are to be conducted in writing. A debrief request must be submitted in writing to the Purchasing Agent within seven (7) calendar days of the award notification or rejection notification made through written correspondence or posted on BidSync. The debrief response will be limited to critiquing the strength/weakness of an Offeror's proposal based on the evaluation criteria. The debriefing is intended as a courtesy to Offerors, providing feedback to be used for future opportunities. Comparisons between proposals or evaluations of other proposals will not be allowed.

PROTECTED INFORMATION

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63G-2-305, provides in part that:

the following records are protected if properly classified by a government entity:

(1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63G-2-309 (Business Confidentiality Claims);

(2) commercial information or non-individual financial information obtained from a person if:

(a) disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;

(b) the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and

(c) the person submitting the information has provided the governmental entity with the information specified in Section 63G-2-309;

* * * * *

(6) records the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the Offeror must:

1. provide a written Claim of Business Confidentiality *at the time the information (proposal) is provided to the State,*
2. include a concise statement of reasons supporting the Claim of Business Confidentiality (Subsection 63G-2-309(1)), and
3. submit an electronic “redacted” (excluding protected information) copy of your proposal response. Copy must clearly be marked “Redacted Version.”

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. **An entire proposal may not be protected under a Claim of Business Confidentiality.** The Claim of Business Confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

To ensure the information is protected, the Division of Purchasing asks the Offeror to clearly identify in the Executive Summary and in the body of the proposal any specific information for which an Offeror claims business confidentiality protection as "PROTECTED".

All materials submitted become the property of the State of Utah. Materials may be evaluated by anyone designated by the State as part of the proposal evaluation committee. Materials submitted may be returned only at the State's discretion.

DETAILED SCOPE OF WORK

A. Project Overview

Client services are expected to initiate on April 1, 2013; the execution of a transition plan is expected prior to the initiation of client services. The Contract awarded through this RFP shall be a Fee for Service Contract. The Contract awarded through this RFP shall facilitate eligible Utah ADAP clients' access to medication in an effective and efficient manner. Specifically, the Offeror would (1) provide pharmacy benefits management services, including claims adjudication, coordination of benefits and point-of-sale processing services to eligible clients with coverage through Medicare Part D, the Utah Comprehensive Health Insurance Pool (HIPUtah), and private insurance, as well as those who are uninsured and receive medication benefits through the Utah ADAP; (2) be able to conduct transactions with a comprehensive distribution network of pharmacies; and (3) provide reporting that meets client-level data requirements of the Utah ADAP, the Health Resources and Services Administration (HRSA), and the Ryan White HIV/AIDS Treatment Extension Act of 2009 (Public Law 111-87, October 30, 2009). Eligibility determination services for all persons applying to the Utah ADAP shall be performed by UDOH staff. The Offeror must have or be able to develop a mechanism to both (a) electronically receive eligibility information and (b) provide data that matches the requirements of the Utah ADAP and HRSA. The UDOH shall retain authority of the development and management of the Utah ADAP Formulary.

B. Deliverables

Pharmacy Network

Create, maintain and/or expand a pharmacy distribution network within Utah capable of serving the needs of eligible Utah ADAP clients throughout the state.

The proposal will include the following required elements:

1. A description of the Offeror's ability and capacity to establish and maintain a network of pharmacy locations capable of providing walk-in service to 100% of eligible ADAP clients; ensuring communication of billing procedures, access to eligibility, claims adjudication and coordination of benefits. The Utah ADAP primarily utilizes the University of Utah Pharmacy Network; preference will be given to the Offeror(s) that can continue offering services via this particular network and its associated locations. On behalf of the Utah ADAP, pharmacy locations shall be able to dispense medications included on the Utah ADAP Formulary in the various geographical areas where eligible clients are located; to include dispensing by mail. Each proposal is to include a list of the Offeror's office and pharmacy locations in Utah.
2. A description of the Offeror's ability and capacity to fulfill prescription mail orders and coordinate with mail-order pharmacies in or outside the pharmacy network.
3. Provide payment to retail network pharmacies on a regular basis in accordance with the National Council for Prescription Drug Programs (NCPDP) Guidelines.

Claims Processing

Describe the Offeror's ability and capacity to provide an efficient electronic point-of-sale (POS) claims adjudication and coordination of benefits system, make payments to network pharmacies, coordinate with other third-party payers and provide data management and member support services. Electronic claims processing capacity must be sufficient to allow pharmacies to do online adjudication and split billing, resulting in pharmacies and/or clients not being required to submit manual claims for secondary payment. The Offeror must have or be able to develop a mechanism to import the UDOH 340B pricing file quarterly.

Any contract resulting from this RFP will be a Fee for Service contract. Describe the Offeror's capacity to (1) reimburse the network pharmacies in accordance with the NCPDP Guideline timeframe for prescriptions filled for Utah ADAP clients; (2) submit claims/invoices for reimbursement to the UDOH; and, (3) receive reimbursement from the UDOH to include the 340B drug price or co-payment amount, dispensing fee, and the Offeror's charge per claim processed. The Offeror will provide invoices/claims that include all costs for claims processed. The Utah ADAP does not pay the dispensing fee associated with a co-payment; the fee is charged to the client's insurance.

The proposal will include the following required elements:

1. Allow for coordination of primary, secondary and tertiary payers of prescription claims. Prescription claims must always pay with the Utah ADAP as final payer based on other payers' payment of claim using lesser-of logic. The Utah ADAP shall always be the payer of last resort.
2. Have the ability to transmit primary and/or secondary insurance information to the pharmacy.
3. Provide remote access to the Offeror's claim system to include:
 - a. Pharmacy locator
 - b. Real-time claim tracking/history
 - c. Medication formulary and pricing information
 - d. Client benefit level information
 - e. Client prescription history
 - f. Prior Authorization
4. Identify and report the Utah ADAP clients' enrollment in and eligibility for other payers, including, but not limited to, private insurance, Medicaid and Medicare.
5. Provide an automated process of ongoing screening for other prescription benefits for ADAP clients.

6. Have a detailed, mapped recoupment process for instances where other prescription coverage has been identified, so that claims can be reversed and rebilled to other payers.
7. Coordinate coverage and benefits with insurance providers including Medicare Part D Prescription Drug Plans (PDPs) and ensure that applicable expenditures are credited toward meeting the client's true out-of-pocket (TrOOP) expenditure requirement. As part of this responsibility, the Offeror would participate in the electronic data exchange processes as specified by the Utah Medicaid Program for reporting client TrOOP expenses to the Utah Medicaid Program Data Contractor.
 - a. Oversee the payment of medication deductibles, coinsurance, co-payments and costs of medications during any gaps in coverage for Utah ADAP clients enrolled in third party insurance, including Medicare Part D PDPs.
 - b. Coordinate and oversee the (a) billing of clients' insurance and/or Medicare Part D Plan and (b) payment of the co-payment on behalf of insured clients. Utah ADAP clients do not pay co-payments up front and then seek reimbursement from the Program; the Utah ADAP is unable to directly reimburse clients for co-payments. The Offeror must therefore be capable of submitting payment for co-payments on behalf of insured clients; co-payment claims will then be reimbursed by the UDOH.
 - c. Ensure that the Utah ADAP does not pay for medication(s) not on the Utah ADAP Formulary or on the formulary for the specific insurance or Medicare Part D plan in which an individual client is enrolled.
8. Maintain, for the Utah ADAP, a unique Prescription Benefit International Number (Rx BIN) and a unique Pharmacy Benefit Processor Control Number (PCN) to code for coverage that is supplemental to Medicare Part D.
9. Ensure network pharmacies resolve payment errors made to third party insurance and Medicare Part D PDPs within 90 days.

Technical Support

Describe the Offeror's ability and capacity to provide knowledgeable and proficient staff who are readily available to answer calls from UDOH and pharmacy staff.

The proposal will include the following required elements:

1. Provide technical assistance to UDOH staff and pharmacy service providers on inquiries including but not limited to coordination of benefits, claims processing and billing.
2. Maintain current contact information on network pharmacies and insurance companies.

3. Assign a contact person or maintain a help desk that shall provide technical assistance to pharmacies and the Utah ADAP for billing and claims system issues; if a contact person is assigned, then that person must also have a designated back up. Preferably the Offeror's staff would be readily available between the hours of 7:00 a.m. – 6:00 p.m. Mountain Standard Time (MST), Monday through Friday. Additionally, an automated phone system must be maintained for telephone calls received after hours with response to messages occurring on the next business day.
4. Assign a contact person with a designated phone number and email address to add a medication(s) to or remove a medication(s) from the Utah ADAP Formulary as directed by UDOH staff. This person must also have a designated back up.
5. Participate in relevant meetings as needed between the UDOH and pharmacy service provider staff either in person or via telephone conference, and other appropriate UDOH planning meetings.
6. Submit a monthly call log to the Utah ADAP that documents problem calls, and includes, at a minimum: date, caller, type of problem, how the problem was resolved, and when it was resolved.

Data System

Maintain a data system that is capable of receiving and managing client eligibility information to use for claims processing, monthly invoicing, reports and billing.

The proposal will include the following required elements:

1. A description of the Offeror's ability and capacity to provide and manage a data system to collect client-level data on each person for whom payment was provided on behalf of the Utah ADAP. This data and information shall be provided to the UDOH twice monthly. The UDOH shall specify the file format in which data is to be provided.
2. Maintain a data system capable of implementing and monitoring cost containment measures (e.g., annual expenditure caps on client services, client or medication prior authorizations, etc.) established by the UDOH.
3. Provide the UDOH with access to a web-based system that will allow Utah ADAP staff to view live claims adjudication. In addition, provide sufficient training for Utah ADAP staff on the use of the system so staff members are proficient in meeting clients' needs. The system must be compatible with Internet Explorer 8.0 and/or Mozilla Firefox. Additionally, system functionality must be real-time; the connection and performance must be fast. System delays due to low connectivity and/or slow processing functionality are unacceptable.
4. Provide the UDOH on-demand access to downloadable, real-time client and service data in one of the following formats: XML, CSV, XLSX, or ACCDB.

5. Provide the UDOH on-demand access to ad hoc reporting tools through the Offeror's pharmacy benefits management (PBM) data system.

Reporting

Describe the Offeror's ability and capacity to provide all required annual, semi-annual, quarterly, monthly, and bi-weekly reports and exchange of data as requested that describe various aspects of Program activity. Additional reporting requirements shall be identified as state and federal legislation is updated.

Client Confidentiality

The Offeror must be compliant with all Department of Health and Hospitals (DHH) and Health Insurance Portability and Accountability Act (HIPAA) Guidelines and the federal HiTECH Act of 2009. Confidential information shall include not only sensitive health and risk-related information, but also client personal identifiers, potentially identifying information, and any other information provided to the Offeror for which confidentiality was assured when the individual or establishment provided the information. Extremely stringent standards of client confidentiality must be maintained.

The proposal will include the following required elements:

1. The Offeror's confidentiality policy or at least summary of the policy.
2. A description of the Offeror's data system security.
3. Disclosure of any past confidentiality and/or security breaches and how the issue(s) was addressed.

Quality Assurance / Monitoring Requirements

The proposal will include a description of the Offeror's quality assurance processes to include pharmacy and internal monitoring processes.

Fraud and Abuse

Describe the Offeror's internal controls and policies and procedures in place that are designed to prevent, detect, and report known or suspected fraud and abuse activities. Such policies and procedures must be in accordance with state and federal regulations. The Offeror would have adequate staffing and resources to investigate unusual incidents and develop and implement corrective action plans to assist the UDOH in preventing and detecting potential fraud and abuse activities.

Transition Plan

Client services are expected to initiate on April 1, 2013; the execution of a transition plan is expected prior to the initiation of client services. The Offeror must have a task-specific and time-limited transition plan that shall (a) successfully implement Offeror responsibilities upon initiation of the Contract and initiate client services on April 1, 2013 and (b) transfer these responsibilities and services upon termination of the Contract without interrupting services to clients. Please propose and describe such a transition plan including a timeline.

C. Performance Standards**Conflict of Interest**

Neither the Offeror nor its subcontractor(s) shall have ownership or any interest in any pharmacies in Utah which shall participate in the provider network created or utilized under the Contract awarded through this RFP.

The Offeror and any subcontractor(s) must divulge relationships with pharmaceutical companies. These relationships must be fully disclosed to the UDOH prior to the effective date of the Contract and updated as appropriate.

D. Qualifications and Expertise of Staff**Staffing and Organization Plan**

Proposals are to include a Staffing and Organization Plan to perform all aspects of the proposed work; describe the roles, responsibilities, education and experience of staff/positions to complete the scope of work. Additionally, please include the duration and period of time the Offeror has been in business.

PROPOSAL RESPONSE FORMAT

All proposals must include the following required elements:

1. **RFP Form.** The State's Request for Proposal form completed and signed.
2. **Executive Summary.** The one (1) page executive summary briefly describes the Offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the Offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Protected information requests should be identified in this section.
3. **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - A. A complete narrative of the Offeror's assessment of the work to be performed, the Offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the Offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed. This section is to be no longer than five (5) pages.
 - B. A specific point-by-point response, in the order listed, to each requirement listed under the Deliverables section of this RFP. This section is to be no longer than fifteen (15) pages.
 - C. Provide a summary detailing performance for similar projects and/or experience with other AIDS Drug Assistance Programs (ADAPs); please discuss challenges and successes. This section is to be no longer than three (3) pages.
 - D. A Staffing and Organization Plan to perform all aspects of the proposed work; describe the roles, responsibilities, education and experience of staff/positions to complete the scope of work. Additionally, please include the duration and period of time the Offeror has been in business. This section is to be no longer than two (2) pages.
4. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Please enumerate all costs on the attached **Cost Proposal Form (see Attachment B)**. **Failure to submit cost separately may result in an Offeror's proposal being judged as non-responsive. Inclusion of any cost or pricing data within the technical proposal may also result in an Offeror's proposal being judged as non-responsive.** The 30 points possible for cost will be based on the pricing of the Claim Processing Administrative Fee. However, pricing on the miscellaneous items listed on the Cost Proposal Form is required.
5. **References.** Please provide three (3) professional references with contact names and phone numbers that can attest to the Offeror's past performance and ability to meet the deliverables outlined in this RFP. These references will be contacted by the UDOH.

PROPOSAL EVALUATION CRITERIA

A committee will evaluate proposals (**see Evaluation Scoresheet**) against the following weighted criteria.

Each of the evaluation criteria must be addressed in detail in the Offeror's proposal.

<u>EVALUATION CRITERIA</u>	<u>WEIGHT</u>
Demonstrated ability to meet the scope of work	45%
Performance references for similar projects	15%
Qualification and expertise of staff proposed for this project	10%
Cost	30%

RFP EVALUATION SCORESHEET
Pharmacy Benefits Manager / Point of Sale Processor
For Utah AIDS Drug Assistance Program (ADAP)
Solicitation # NS13016

Firm Name: _____
Evaluator: _____
Date: _____

Score will be assigned as follows:
0 = Failure, no response
1 = Poor, inadequate, fails to meet requirement
2 = Fair, only partially responsive
3 = Average, meets minimum requirement
4 = Above average, exceeds minimum requirement
5 = Superior

		Score (0-5)	Weight	Points
1. Demonstrated Ability to meet Scope of Work	45 total points possible	----	----	
Pharmacy Network	6 points possible		X 1.2	
Claims Processing	6 points possible		X 1.2	
Technical Support	6 points possible		X 1.2	
Data System	6 points possible		X 1.2	
Reporting	5 points possible		X 1	
Client Confidentiality	5 points possible		X 1	
Quality Assurance / Monitoring Requirements	5 points possible		X 1	
Transition Plan	6 points possible		X 1.2	
2. Performance References for Similar Projects	15 total points possible		X 3	
3. Qualification and Expertise of Staff	10 total points possible		X 2	
4. Cost	30 total points possible	----	----	* Inserted by Purchasing
TOTAL EVALUATION POINTS	100 total points possible		Total	

*Purchasing will use the following cost formula: The points assigned to each Offeror's cost proposal will be based on the lowest proposal price. The Offeror with the lowest Proposed Price will receive 100% of the price points. All other Offerors will receive a portion of the total cost points based on what percentage higher their Proposed Price is than the Lowest Proposed Price. An Offeror whose Proposed Price is more than double (200%) the Lowest Proposed Price will receive no points. The formula to compute the points is:
Cost Points x (2- Proposed Price/Lowest Proposed Price).

COST PROPOSAL ATTACHMENT B

**Cost is to be submitted based on the following:
(Any deviation from this format may result in disqualification of proposal)**

Administrative Fee Schedule

Claim Processing Administrative Fee: \$ _____ per claim

Includes the following services:

- Electronic Claims Processing
- Concurrent Medication Utilization Report
- Eligibility Management
- Client Support Services
- Full Service Member & Pharmacy Help Desk
- General Administration
- Network Analysis/Evaluation and Management
- Standard Reporting Package on Disk or Paper
- Toll Free "800" Number

Miscellaneous: *Note: Please indicate whether cost is per year, month, day, hour, etc. or per login/user, report, override, download/upload, reversible charge, incident, etc.

- Data System start-up costs \$ _____ per _____
- Data System maintenance costs \$ _____ per _____
- On-line Access/Query \$ _____ per _____
- Ad Hoc Reports \$ _____ per _____
- Prior Authorization Administrative Overrides \$ _____ per _____
- Prior Authorization Clinical Overrides \$ _____ per _____
- Downloading/Uploading Patient Eligibility Files \$ _____ per _____
- Reversible Charges \$ _____ per _____
- Execution of Transition Plan \$ _____ per _____

List the position, hourly rate, and anticipated total hours billed monthly for any proposed staff members. Please also list the assigned activities and/or tasks for each staff member.

*Please note: The Offeror may list more or less than two staff members; two are listed below for formatting purposes.

Position: _____
Assigned activities/tasks: _____
\$ _____ per hour
Hours per month: _____

Position: _____
Assigned activities/tasks: _____
\$ _____ per hour
Hours per month: _____

Training

Provide a per person training cost for any training that is recommended for Utah ADAP employees that will be responsible for the installation and operation of the products included in this offer. Please also indicate how many hours/days of training are estimated for Utah ADAP employees to attain proficiency.

Specify if the rate is hourly, daily, etc.

\$ _____ per _____
Estimated Hours/Days of training: _____

Please list any additional costs or charges projected by the Offeror.