



**Solicitation Information**  
**16 Dec 2011**

**Request for Proposals # 7449324**

**Title: Rhode Island Health Insurance Survey**

**Submission Deadline: 17 January 2012 @ 11:30 AM (Eastern Time)**

Pre-Bid Conference: No

Questions concerning this solicitation must be received by the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) no later than **3 Jan 12 @ 12:00 Noon (Eastern)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

**SURETY REQUIRED: No**

**BOND REQUIRED: No**

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**Assistant Director for Special Projects**

**Vendors must register on-line at the State Purchasing Website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)**

Note to Vendors:

Offers received without the entire completed three-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Form attached may result in disqualification.

**THIS PAGE IS NOT A BIDDER CERTIFICATION FORM**

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## SECTION I. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Office of the Health Insurance Commissioner (OHIC), is soliciting proposals from qualified firms to conduct a statewide household insurance survey in Rhode Island (RIHIS) that is aligned with the planning and establishment of the state's Health Insurance Exchange ("Exchange"), as described elsewhere herein, and in accordance with the terms and of the Request of the State's General Conditions of Purchase available at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

This is a request for Request for Proposals (RFP); responses will be evaluated on the basis of the relative merits of the proposals received in addition to price. There will be no public opening and reading of the responses received by the Division of Purchases pursuant to this request, other than to name those vendors who have submitted requests for proposals.

### INSTRUCTIONS AND NOTIFICATIONS TO VENDORS:

1. Potential vendors are advised to review all sections of this Request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division of Purchases at the time of opening for any cause, will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.
7. It is intended that an award pursuant to this Request will be made to a prime Vendor, who will assume responsibility for all aspects of work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.
8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division of Purchases website at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)
9. The purchase of services under an award made pursuant to this Request will be contingent on the availability of funds.

10. Vendors are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be Public Records as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (RIGL 28-5.1) – 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
13. In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful Vendor.*
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website [www.mbe.ri.gov](http://www.mbe.ri.gov) or contact [dorinda.keene@doa.ri.gov](mailto:dorinda.keene@doa.ri.gov)

## **SECTION II. BACKGROUND**

The Office of the Health Insurance Commissioner (OHIC) was established by legislation in 2004 to broaden the accountability of health insurers operating in the state of Rhode Island. Under this legislation, OHIC is dedicated to:

1. Protecting consumers
2. Encouraging fair treatment of medical service providers
3. Ensuring solvency of health insurers
4. Improving the health care system's quality, accessibility and affordability

OHIC sets and enforces standards for health insurers in each of these four areas.

In pursuit of this mission, OHIC applied for and received grant funds in 2010 from the United States Department of Health and Human Services, Center of Information and Insurance Oversight (CCIIO), to plan, design and conduct feasibility analyses of key components of a state Health Insurance Exchange ("Exchange"), as authorized by the Patient Protection and Affordable Care Act (PPACA). Subsequent to the state's progress made in planning for a Health Insurance Exchange, OHIC applied for and received funding to begin establishing key elements of a state-based Exchange.

Rhode Island faces unique challenges in creating an Exchange serving the individual and the small-group markets. These challenges include the small-anticipated scale of the Exchange and the limited number of carriers in the Rhode Island market. As it moves closer toward implementation, Rhode Island needs to continue to undertake careful, detailed research to make sure that its Exchange is sustainable and creates value for its residents. As such, RI proposes to undertake a household insurance survey. This survey should provide current, state-specific information about insurance coverage, income, employment, access to employer sponsored insurance, potential eligibility for Exchange subsidies, health status and household composition. This survey should be tailored to focus on populations of particular interest to the state for Exchange development, such as currently uninsured and low-income populations. These data are essential for both modeling anticipated take-up of Exchange programs and for measuring and evaluating the impact of the Exchange over time. RI is planning to undertake a household survey by the first quarter of 2012 and has already started working with technical assistance from the State Health Access Data Assistance Center (SHADAC) to develop the survey instrument, with support provided through the Robert Wood Johnson Foundation.

## SECTION III. SCOPE OF WORK

### OBJECTIVE

The Office of the Health Insurance Commissioner (OHIC) seeks to contract with a firm to provide expertise in conducting household surveys to OHIC, in collaboration with the Executive Office of Health and Human Services (EOHHS) and the Department of Health (HEALTH), for the implementation of federal health reform, as authorized by the Patient Protection and Affordable Care Act (PPACA).

The objective of this Request for Proposals (RFP) is to competitively procure the services of a qualified firm with extensive experience in conducting statewide household surveys. The survey is intended to provide information on health insurance coverage and access to coverage (including coverage through an employer), access to and use of health care, out-of-pocket health care costs and health and disability status, along with basic demographic and socioeconomic information.

The vendor must demonstrate significant expertise with conducting statewide household surveys.

The vendor must also meet the minimum requirements described in Section 4.1 of this RFP.

### SURVEY DESCRIPTION

As stated above, OHIC has already started working with technical assistance from the State Health Access Data Assistance Center (SHADAC) to develop the RIHIS survey instrument. The RIHIS is designed similarly to the University of Minnesota's SHADAC Coordinated State Coverage Survey (CSCS). The CSCS has been extensively used by states in gathering detailed health and health insurance data over the past decade and has been programmed into Computer-Assisted Telephone Interviewing (*CATI*) software.

OHIC is using the 2010 Massachusetts' Health Insurance Survey as a starting point and will add/edit/delete a limited number of questions without adding to the length of the survey. (See this survey at [http://www.mass.gov/Eeohhs2/docs/dhcfp/r/pubs/11/2010\\_HIS\\_Instrument.pdf](http://www.mass.gov/Eeohhs2/docs/dhcfp/r/pubs/11/2010_HIS_Instrument.pdf))

### TASKS TO SUPPORT THE OBJECTIVE:

#### TASK 1- DEFINE SAMPLE

**Sampling Frame:** The Rhode Island survey will require a statewide survey of households. Though Rhode Island currently has a relatively low percentage of wireless-only households (households that do not have landline telephone service) compared to other states, that share is expected to increase over time. It is recommended that the vendor use an address-based sampling strategy in order to capture households with landline phones, wireless-only households and non-telephone households.

**Survey Mode:** The vendor is requested to propose a survey mode or combination of survey modes for best results (e.g. phone only, phone with mail or web follow-up, phone and mail and web combined) and justify their mode recommendation in their proposal.

**Sample Size:** The Vendor should provide a quote for a sample size of 4,000 households. In addition, Vendor should propose prices for higher sample sizes and recommend a sample size based on their experience and the desire for estimates of:

- percent uninsured within +/- 1%
- percent of population with incomes <133%FPL, 133-200%FPL, 200-300%FPL, and 300-400% FPL, within +/- 1%
- percent uninsured within those income buckets within +/- 2.5%

**Sample Design:** To meet the goal of providing statistically sound information for Rhode Island's low-income population and the uninsured, the vendor will over-sample select populations, specifically, low-income areas (below 400% FPL). The vendor should provide recommendations for reducing the probability of selecting households whose members are over 65. The sample should be spread throughout the state, but no specific results by geographic area are expected.

The vendor should also provide targeted response rates, how these will change depending on the sample design and how they plan to maximize response rates.

The selected vendor will develop in consultation with Rhode Island and SHADAC a sample design that meets the agreed upon, previously described criteria and develop an approved weighting technique.

**Data Cleaning and Weighting:** The vendor will outline their data cleaning and editing process and will develop a strategy for weighting the data in consultation with Rhode Island and SHADAC.

**Deliverables –**

- A draft of the operationalized survey instrument for review and approval by the state in all survey modes proposed
- Written documentation of the sample design
- Written documentation of approved weighting technique

## **TASK 2- SURVEY CONSTRUCTION AND TESTING**

The Vendor will review the existing survey instrument and recommend changes to or redesign the instrument so as to maximize completeness and accuracy of responses. The vendor will incorporate revisions to the survey with the approval of the State.

The vendor will:

- a) train interviewers in the survey objectives and design elements to industry standards,

- b) develop interviewer scripts and protocols to deal with respondents' questions, concerns and initial refusals, and submit for OHIC's approval,
- c) develop the survey instruments, including the CATI instrument if telephone interviews are proposed.
- d) test the CATI with predefined scenarios and allow Rhode Island staff access to the preliminary CATI program for in-house checking, if telephone interviews are proposed.
- e) pretest the survey and work with Rhode Island, in consultation with SHADAC, on survey adjustments identified in pretesting.
- f) provide the state with access to telephone interviews if these are proposed
- g) provide toll-free number for household contacts to call to verify legitimacy of survey, discuss concerns or report inappropriate behavior
- h) provide and implement protocols to ensure confidentiality of all respondents' data. Exclude personal identifiers in each data set. Maintain all personal identifiers in a secure location (to facilitate any follow up contacts) for a period of time to be mutually agreed upon between the Contractor and OHIC.

**Deliverables –**

- Interviewer training materials including question-by-question interviewer instructions and prompts
- CATI instrument
- Pretest results (minimum of 40 interviews)
- Recommendations for changes to survey instrument or protocol

**TASK 3- SURVEY FIELDING**

The vendor will manage/conduct the survey within an agreed upon timeline using:

- a) Survey design and methodologies approved by Rhode Island, in consultation with SHADAC,
- b) Industry standard survey technologies and protocols,
- c) English and Spanish languages for all survey modes, and
- d) Quality measures, in order to gauge in 'real time' success of the survey and the accuracy of the gathered data, including monitoring interviewer quality. (Vendor will also provide an opportunity for Rhode Island to monitor interviews).
- e) A plan for releasing sample and tracking the sample.

The vendor shall include in their proposal an implementation schedule detailing the timing of all steps required to develop and field the survey and finalize the results and deliverables.

The vendor will recommend an appropriate incentive for survey completion and include the cost of such incentive in the cost of their proposal.

**Deliverables –**

- Timeline for survey administration including field administration start and end dates,
- Plan for releasing and tracking sample,
- Progress reports weekly initially, then every two weeks, during the fielding of the survey, including summary of results to date by strata and mode, age and income and if telephone surveys are completed by disposition code; metrics on interviews completed by strata; ongoing analysis to identify emerging problems,
- Final disposition report for the survey

**TASK 4- DATA PREPARATION/MANAGEMENT**

The contractor should construct a database of cleaned survey information that: a) Matches established data definitions and conventions; b) Permits analysis of respondent data relative to data for other household members (i.e., unique person and household identifiers); and c) Weights data in accordance with industry standards to represent Rhode Island’s population characteristics.

**Deliverables-**

- Weighting scheme
- A midterm dataset; drawn halfway through data collection that is subject to the same data editing and processing routines as will be administered prior to delivery of final complete data file. This file is to include preliminary base weights and codes.
- Data dictionary, code book and file layout.
- Data files: Raw data, clean data, programs used for cleaning and editing, meta data, final dataset in SAS and MS Access datafile format
- A final field report documenting details of the methodology, timeline and key decisions
- Frequency tables for all variables to support validation and review

**TASK 5– PROVIDE SPECIAL PROJECTS / ENHANCEMENT ACTIVITIES AS NEEDED**

In addition to the activities described under Tasks 1-4, the State reserves the option to direct the vendor to conduct additional task(s) to support health care delivery system reform in RI and to support the successful implementation of PPACA. It is critical that the state have the flexibility to

bring on additional expertise in a timely manner to provide current information about insurance coverage, potential eligibility for Exchange subsidies, health status and household composition.

The Vendor must be able to demonstrate the capacity, capability, flexibility and responsiveness in response to the State's need for additional technical assistance resources to perform additional tasks that require similar expertise and work functions as required for Tasks 1-4. The State will specify a contractual allowance to be included in the contract for this purpose, and to be used at the State's option.

It is the State's intent to utilize these additional resources/enhanced activities as needed in response to the State's changing needs and requirements and as funding allows. This may include the use of new project funding through federal or foundation grants or other sources.

The decision to utilize contract services under Task 5 will be at the State's request for specific enhancement activities, not already included under Tasks 1-4, to be defined and agreed to in writing, by both OHIC and the vendor, before the enhancement work begins. There is no commitment on the part of the State to specifically utilize any or all of the special projects/enhancement activities. This task will be bid and paid on a fully loaded time and materials basis.

## SECTION IV. MINIMUM CONTRACT REQUIREMENTS

### 4.1 VENDOR REQUIREMENTS

The Vendor selected as a result of this RFP will be required to have the following minimum credentials:

Demonstrate in its Technical Proposal a minimum of 5 years of experience developing/designing and performing surveys, of populations not smaller than the size described in this RFP, on health insurance coverage, health care costs, access to health care or health status. This qualification may be met by any combination of demonstrated experience by Vendor, Vendor's staff or Vendor's sub-consultant/sub-contractor. Vendors must provide at least three references to evidence this experience.

### 4.2 VENDOR RESPONSIBILITIES

**4.2.1 Single Award** - One contract will be awarded for the work.

**4.2.2 Conditions Governing Subcontracting** - If the Vendor intends to use any subcontractors, the Vendor must clearly identify the subcontractor in the response to the RFP. The Vendor retains responsibility for the completion and quality of any work assigned to subcontractors. The Vendor is expected to supervise the activities of subcontractors and employees in order to ensure quality.

**4.2.3 Compliance with Statutory, Regulatory and Other Standards** - The Vendor must comply with all applicable State and Federal regulations and statutes.

**4.2.4 Confidentiality and Protection of Public Health Information and Related Data** - OHIC does not anticipate providing any protected health information to the successful vendor. However, in the event that protected health information or other confidential data must be shared by OHIC with the vendor, the vendor shall be required to execute a Business Associate Agreement Data Use Agreement, among other requirements, shall require the successful vendor to comply with 45 C.F.R 164.502(e), 164.504(e), 164.410, governing Protected Health Information ("PHI") and Business Associates under the Health Insurance Portability and Accountability Act of 1996 (P.L. 104-191), 42 U.S.C. Section 1320d, et seq., and regulations promulgated there under, and as amended from time to time, the Health Information Technology for Economic and Clinical Health Act (HITECH) and its implementing regulations, and regulations promulgated there under, and as amended from time to time, and the Rhode Island Confidentiality of Health Care Information Act, R.I. General Laws, Section 5-37.3 et seq. The successful Vendor shall be required to ensure, in writing, that any agent, including a subcontractor to whom it provides Protected Health Information received from or created or received by and/or through this contract, agrees to the same restrictions and conditions that apply through the above-described Agreements with respect to such information. Any information provided by OHIC or DHS to the Vendor for the completion of the project may not be sold, given or otherwise shared with outside parties.

- 4.2.5 Computers** – Computer hardware, software, and other such technology required to complete the work of the contract are the sole responsibility of the Vendor.
- 4.2.6 Data and Reports** - Data, information and reports collected or prepared by the Vendor as well as equipment purchased by the Vendor in the course of performing its duties and obligations and paid by the State under this contract shall be deemed to be owned by the State of Rhode Island. This provision is made in consideration of the Vendor’s use of public funds in collecting and preparing such data, information and reports and in purchasing equipment.
- 4.2.7 Office Space and Equipment** - Office space and equipment required to complete the work of the contract are the sole responsibility of the Vendor.
- 4.2.8 Travel** - All travel costs for Vendor staff, including in-state and out of state travel necessary to carry out the tasks within the contract, shall be included in the fully loaded price point.

### **4.3 CONTRACT TERM**

Services under the contract are subject to approval of the State’s Chief Purchasing Officer and the Health Insurance Commissioner or his or her designee. Services shall commence upon completion of the award, contract, and the issuance of a state Purchase Order and will run through one year. The contract shall include the possibility of three one-year extensions, to be exercised at the option of the State.

## SECTION V. PROPOSAL SUBMISSION

The Rhode Island Office of the Health Insurance Commissioner (OHIC) is issuing this Request for Proposals. **The Division of Purchases within the Department of Administration shall be the primary point of contact for all vendors from the date of release of the RFP until the contract is fully executed and signed.** Any attempt by a vendor to contact any State employees regarding this procurement, other than those named above, may cause rejection of a bid submitted by that party.

Questions concerning this Request for Proposals may be emailed to the Division of Purchases at [questions@purchasing.ri.gov](mailto:questions@purchasing.ri.gov) no later than the date and time indicated on page one of this solicitation. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP number on all correspondence. Questions received, if any, will be posted on the Division of Purchases website as an addendum to this Request for Proposals. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at (401) 574-8100.

Vendors should recognize that the only official answers to any questions are those made in writing and issued by the Division of Purchases to prospective vendors.

Interested vendors may submit proposals to provide the services covered by this Request on or before the date and time indicated on page one of this solicitation.. Proposals received after this time and date will not be considered.

Responses (**an original plus 5 copies**) and two electronic copies on CDs or flash drives should be mailed or hand-delivered in a sealed envelope marked **“RFP # 7449324: Rhode Island Health Insurance Survey”** to:

### RHODE ISLAND DEPARTMENT OF ADMINISTRATION

Division of Purchases, 2<sup>nd</sup> Floor  
One Capitol Hill  
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases.

Proposals should include the following:

- A signed and completed three-page RIVIP Vendor Certification Form with a letter of transmittal signed by an owner, officer or authorized agent of the firm or organization acknowledging and accepting the terms and conditions of this Request and tendering an offer to the Office of the Health Insurance Commissioner. The signature of the official with legal

authority to bind an organization into a contractual agreement should also be included. This form is downloadable at [www.purchasing.ri.gov](http://www.purchasing.ri.gov)

- A Technical Proposal describing the Vendor's relevant experience and expertise, subcontracts and experience with similar programs, as well as the workplan or approach proposed including completion of Attachment A. The technical proposal should include preliminary project timeline, including a description of the schedule, tasks, deliverables and milestones of the work associated with this contract. The technical proposal shall be limited to 15 pages using a Times New Roman font not smaller than 12 point **not** including attachments.
- A separate Cost Proposal reflecting the hourly rates and other fee structures proposed for this scope of services, including completion of Attachment B enclosed. The cost proposal shall be limited to 4 pages using a Times New Roman font not smaller than 12 point **not** including attachments.
- In addition to the original and 5 hard copies of the proposals required, vendors are requested to provide their proposal in electronic format (CD or Flash Drive). Microsoft Word, Excel or PDF format is preferable. **Two electronic copies are requested.** The CDs or flash drives shall be included in the proposal marked "original."

The Technical Proposal and Cost Proposal shall be separately sealed and clearly marked. There shall be no reference to price(s) in the Technical Proposal.

## **5.1 TECHNICAL PROPOSAL**

The Technical Proposal must contain the following sections:

### **5.1.1 Executive Summary**

The Executive Summary is intended to highlight the contents of the Technical Proposal and to provide the State evaluators with a broad understanding of the vendor's technical approach and ability. The executive summary should include the following:

- A clear and concise summary of the vendor's understanding of the project and the State's needs.
- A clear and concise summary of the proposed approach.
- A brief summary of the vendor's experience and ability to perform this project.
- A general description of the capabilities and role of any subcontractors.

### **5.1.2 Relevant Experience and Expertise**

This section shall include the following information:

- **Qualifications:** Provide a summary within the technical proposal. In an attachment to the technical proposal (not included in the 15 page limit), please include resume(s) for the vendor and any subcontractors,

- Relevant experience: Describe experience with prior or current projects related to the scope of work in this RFP,
- A brief description of the vendor's financial position and solvency,
- The vendor's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent participation by MBE's in all State procurements. Further questions may be directed to the State's MBE officer at (401) 574-8253 or [www.mbe.ri.gov](http://www.mbe.ri.gov)
- The vendor shall provide at least three (3) references for projects that are of comparable size and complexity. For each reference the vendor should include the following information:
  - Name of the organization
  - Relevance to this proposal
  - Brief summary of project
  - Timeframe for the project
  - Original contract amount

### **5.1.3 Work plan/Proposed Approach**

This section shall describe:

1. the vendor's understanding of the State's requirements, including the result(s) intended and desired, the approach and/or methodology to be employed within the scope of work, and
2. a work plan for accomplishing each task, and the results proposed. The work plan description shall include a list of activities and/or milestones that will be employed to successfully administer the project. Within the 15-page limit, the vendor should include a high-level timeline/workplan for achieving key milestones associated with Exchange planning and the conduct of the survey. A detailed timeline/workplan may be included as an attachment that will NOT be included in the 15-page limit for the technical proposal.

### **5.1.4 Capacity To Accomplish Tasks**

This section should include:

- **Level of Effort**

This section will indicate the amount of time the vendor anticipates dedicating to each task. Please list staff as well as any subcontractors, indicating level of effort as well as duties and responsibilities in relation to the scope of work. Attach resumes of key personnel ( this does not count in the 15 page total). Attachment A should be completed in support of this section.

- **Organization**

This section should include a description of how any Vendor staff or subcontractors will be organized and supervised. Please include an organizational chart.

## **5.2 COST PROPOSAL**

The vendor must prepare a cost proposal reflecting the proposed cost for each Task 1 - 4 using the Cost Proposal Form in Attachment B. Tasks 1-4 will be scored on value (balance of price and quality), and the resulting contract will be capped at amount mutually agreed to by OHIC and the vendor.

Task 5 will be paid on a time and materials basis in accordance with the annual and/or hourly rates provided in support of Attachment B, if/when the State elects to commission special projects. The vendor should provide a list of positions, fully loaded hourly rates and staff qualifications for staff/contractors that could be brought on for special projects/ enhanced program improvement activities.

The state expects to issue an initial Purchase Order that reflects funding only for Year 1, and only for Tasks 1-4. The vendor should be aware that utilization of option years are not being committed to by the state and will be at the state's option, depending on the state's need and funding.

## **SECTION VI. EVALUATION AND AWARD**

The State will commission a review committee to evaluate and score all proposals that are complete and minimally responsive using the criteria described below. The evaluation of any item may incorporate input from sources other than the vendor's response and supplementary materials submitted by the vendor. Those other sources could include assessments made by evaluators based on findings recorded from reference checks (including but not limited to those supplied by the Vendor), prior experience with or knowledge of Vendor's work, responses to follow-up questions posed by the State and/or oral presentations by the vendors if requested by the state. The State may elect to use any or all of these evaluation tools.

### **EVALUATION CRITERIA**

1. Relevant Experience and Expertise 30 Points

The Vendor must have prior Household Survey experience. Evaluators will consider prior experience and expertise in the tasks described and the extent to which the vendor meets the minimum criteria defined in Section 4.1 of this RFP. Level of expertise, experience and qualifications of proposed positions, proposed key staff and proposed subcontractors will be considered significantly. Evaluators will strongly consider recommendations from other clients utilizing the vendor for similar work to be performed under the contract. Negative feedback from other clients will be cause for significant point deductions. Vendor or subcontractor status as an MBE will also be considered.

2. Technical Approach and Understanding of Work 30 Points

The State will evaluate the vendor's written proposal describing how it intends to organize and accomplish the tasks and activities in the Scope of Work. The State will score vendors highly who demonstrate a clear, complete understanding of each task and activity and who present an effective work plan for accomplishing them.

3. Capacity, Resources, and Level Of Effort To Accomplish Tasks 20 Points

The State will score highly vendors who present a plan for resources and level of effort that, in the State's best judgment, will accomplish each task effectively and efficiently.

4. Value 20 Points

The State will assess bidders based on their ability to provide quality deliverables within the specified funding available. Cost proposals will be evaluated for each bidder, fully considering the value of proposed staff for the price. Value will be scored by comparing across bids the price (including fringe, overhead, etc.) for each task to the qualifications, experience and technical approach of work proposed. The value the State will receive in qualified experienced staff for the labor rates indicated will be considered and scored.

## **AWARD**

The Review Committee will provide a written recommendation, including the results of all evaluations, to the Rhode Island Department of Administration, Division of Purchases, who will award this RFP.

Because the cost evaluation will be conducted on the basis of value, not simply cost, the lowest price vendor may not necessarily be awarded the contract.

The State also reserves the right to accept or reject any or all options, bids or proposals, to award on the basis of cost alone and to act in its own best interest.

Proposals found to be technically and substantively non-responsive at any point in the evaluation process may be rejected and not considered further.

**EXPECTED DURATION OF CONTRACT:** Approximate dates: March 2012 to December 31, 2012

**RENEWAL OPTIONS:** Up to 3 one-year renewals.

## **FEDERAL AND STATE APPROVALS**

Final contract approval is contingent upon Federal and State approvals. Every effort will be made by the State to facilitate rapid approval upon award.

## SECTION VII. GOVERNING TERMS AND CONDITIONS

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The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following website:

[www.purchasing.ri.gov](http://www.purchasing.ri.gov)

Click on Vendor Information (left column)

Click on General Information

Click on Rules and Regulations

Click on Attachment A – General Terms and Conditions

## SECTION VIII. PROCUREMENT LIBRARY

Office of the Health Insurance Commissioner: [www.ohic.ri.gov](http://www.ohic.ri.gov)

Outline of SHADAC CSCS Survey Instrument

<http://www.shadac.org/files/shadac/publications/CSCSDescription2008.pdf>:

Project Narrative for Rhode Island's Establishment One Application:

[http://www.ohic.ri.gov/documents/Grants/3\\_RI%20Exchange%20Establishment%20One%20Project%20Narrative.pdf](http://www.ohic.ri.gov/documents/Grants/3_RI%20Exchange%20Establishment%20One%20Project%20Narrative.pdf)

Project Narrative for the Exchange Planning Grant:

[http://www.ohic.ri.gov/documents/Health%20Reform%20Exchanges%20/2\\_RI%20Health%20Insurance%20Exchange%20Project%20Narrative.pdf](http://www.ohic.ri.gov/documents/Health%20Reform%20Exchanges%20/2_RI%20Health%20Insurance%20Exchange%20Project%20Narrative.pdf)

Study of Rhode Island's Uninsured: Current Costs and Future Opportunities:

[http://www.ohic.ri.gov/documents/Insurers/Reports/2010%20Uninsured%20Study%20Report/1\\_Mathematica%20Final%20Report.pdf](http://www.ohic.ri.gov/documents/Insurers/Reports/2010%20Uninsured%20Study%20Report/1_Mathematica%20Final%20Report.pdf)

Healthy Rhode Island Task Force Report:

<http://www.ltgov.ri.gov/taskforce/Healthy%20RI%20Task%20Force%20Report%2009.23.10.pdf>

Governor Lincoln Chafee's Executive Order Establishing RI's Health Care Reform Commission, 1/13/11: [http://www.governor.ri.gov/documents/executiveorders/Executive\\_Order\\_11-04.pdf](http://www.governor.ri.gov/documents/executiveorders/Executive_Order_11-04.pdf)

## ATTACHMENT A – TECHNICAL PROPOSAL: LEVEL OF EFFORT

### List Proposed Staff for Tasks 1-4

% FTE Staffing Proposed for Tasks 1-4

Please define number of hours for 1 FTE

FTE= \_\_\_\_\_

Task	1	2	3	4	Total
Staff position titles (and names if applicable)					
<b>Example Only</b> John Doe, Data Analyst	40%	60%	0%	0%	100%
Total FTEs proposed					

### List Proposed Subcontractors for Tasks 1-4

Estimated Level of Effort: # of Hours by Task

Task	1	2	3	4	Total
Subcontractors (Type of business or name of business)					
<b>Example Only</b> Jane Doe, Policy Specialist	100 hours	0 hours	0 hours	0 hours	100 hours
Total Subcontractor level of effort proposed (hours)					

**Attachment B**  
**COST PROPOSAL SUMMARY FORM**  
**TOTAL BUDGET BEFORE SURVEY ADMINISTRATION COSTS**

Item	Task 1	Task 2	Task 3	Task 4	
	Define Sample	Survey Construction and Testing	Survey Fielding	Data Preparation & Management	Total Cost
Staff					
Subcontractors other than survey administration (list: __)					
Other Direct					
<b>SUBTOTAL DIRECT</b>					
Profit/Indirect					
Pretesting of Survey Instrument					
<b>TOTAL BEFORE SURVEY ADMINISTRATION COSTS</b>					

Please provide a separate list of positions, fully loaded hourly rates and staff qualifications for positions (staff/contractors) that could be brought on for Task 5 (special projects) if requested by the state

**Attachment B (Continued)**  
**SURVEY ADMINISTRATION COSTS**

	Contractor's Proposed Completion Rate & Cost	
Number of interviews	Overall % of all fields completed	Cost for this number of completed interviews
MINIMUM: 4,000		
Alternative number		
Alternative number		
Alternative number		

**Supplemental Information:** The Bidder shall include up to four pages of narrative describing how the survey will achieve the proposed target percentage completion levels of all fields. The Bidder may also include a discussion of how the Bidder might achieve a higher completion factor. The Bidder shall also describe the differences in cost per interview at each level of volume and accuracy.