



**Solicitation Information
October 9, 2013**

RFP# 7521370

TITLE: Reporting and Evaluation for Rhode Island's Health Benefit Exchange

Submission Deadline: November 12, 2013 @ 10:00 am (Eastern Time)

**PRE-BID/ PROPOSAL CONFERENCE: No
MANDATORY:**

If YES, any Vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory Pre-Bid/ Proposal Conference. The representative must register at the Pre-Bid/ Proposal Conference and disclose the identity of the vendor whom he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid/ Proposal Conference shall result in disqualification of the vendor's bid proposals as non-responsive to the solicitation.

DATE:

LOCATION:

Questions concerning this solicitation must be received by the Division of Purchases at David.Francis@purchasing.ri.gov no later than **October 18, 2013 @ 10:00 am (ET)**. 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

**David J. Francis
Interdepartmental Project Manager**

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov.

Note to Applicants:

Offers received without the entire completed four-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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Disk Based Bidding Information

File Format

All disk based bid files are ZIP files that you can open using the WinZip 8.1 software. The ZIP file will contain one or more files based on the type of Bid/RFP.

Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the Info field of the bid search results. The "D" will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active "D" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with WinZip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

FOR THE DEPARTMENT OF TRANSPORTATION AND OTHER SPECIFIC PROJECTS:

Completing the Disk Based Bid

Once the Microsoft Office files are properly saved, open the individual files and enter the required information in the appropriate fields. Save each file again to capture the new information you entered.

Submitting the Disk Based Bid

Save the completed files to a CD or diskette. Label the CD or diskette with the Bid/RFP number and bidder's name (company name, not contract name). Submit as instructed in the Bid or RFP solicitation document.

SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Division of the Rhode Island Health Benefits Exchange in the Office of the Governor Lincoln Chafee (Exchange) is soliciting proposals from qualified firms to provide reporting and evaluation expertise to support the successful enrollment of individuals, families and small businesses in health coverage through the Exchange in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

The initial contract period will last 18 months with three (3) one year option years. Contracts may be renewed for up to three additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchase pursuant to this Request, other than to name those Bidders who have submitted proposals.

Instructions and Notifications to Vendors:

1. Potential vendors are advised to review all sections of this RFP 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 RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, 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 120 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 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.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor. 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's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP 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 RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, 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 (G.L. 1956 § 28-5.1-1, et seq.) – § 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.
13. In accordance with Title 7, Chapter 1.2 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(s).
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, visit the website www.mbe.ri.gov.

SECTION 2: BACKGROUND

Background

Rhode Island is implementing a health benefits exchange (Exchange) in accordance with the Patient Protection and Affordable Care Act (ACA) for the purpose of providing individuals, families and small businesses with affordable access to Qualified Health Plans (QHPs) as of January 1, 2014, with an open enrollment period commencing October 1, 2013.

Rhode Island's Exchange will not only serve as a robust marketplace for all Rhode Islanders to identify health insurance coverage options and, for those eligible, to purchase coverage, but also serve as a negotiator for high-quality, affordable insurance options on behalf of individuals and small businesses and their employees. Rhode Island received conditional approval from the Secretary of Health and Human Services on December 20, 2012, signifying the Secretary's acknowledgment of the substantial progress made and the resulting expectation that the Rhode Island Health Benefit Exchange will be ready to provide affordable, quality coverage for consumers and small businesses in 2014.

Rhode Island is deeply committed to making the Exchange the insurance destination of choice for individuals and small businesses across the state. To this end, Rhode Island needs to procure assistance from a qualified firm to provide specialized evaluation and reporting capabilities, supporting ongoing exchange development and operational needs.

Specific Requirements

The Vendor must have at least 10 years of reporting and/or evaluation experience, at least five years of which must be specific to health insurance or health policy reporting and evaluation. The Vendor selected as a result of this RFP will be required to have the following minimum credentials:

- Deep knowledge of reporting, performance measurement and evaluation, including but not limited to: operational systems and data models and / or metadata; report authoring tools and techniques; and, testing, implementation and error resolution.
- Experience in the design, development, testing and production of analytic health care system-related reports for state agencies and non-state stakeholders.
- Expertise in the development of state-based interactive consumer-facing websites for the display of health system performance information, such as display of health care cost and quality reports, use of benchmark data, and targeted to varied audiences including consumers, providers, and policy-makers.
- Understanding of A C A provisions and any associated federal guidance/regulations, as well as other federal provisions for state health insurance exchanges, Medicaid reform, and publicly funded health insurance program coordination and integration.
- Experience working with nationally available data sources of health insurance and population-based information (ACS, CPS, MEPS, etc)

- Successful track record at managing complex multi-process projects with multiple points of contact.

Preference will be given to vendors providing local, on the ground, dedicated resources to this project. The selected Vendor will demonstrate sufficient experience and capacity necessary to successfully complete all tasks.

SECTION 3: SCOPE OF WORK

General Scope of Work

The evaluation and reporting vendor shall leverage public and private sources to design, develop and maintain critical reporting and evaluation capacity for the Rhode Island exchange. This reporting and evaluation capacity includes: preparing public reports and issue briefs, developing and maintaining ongoing operations reports and dashboards, producing ad hoc reports as needed, and measuring and monitoring Exchange performance.

The evaluation and reporting vendor shall be required to extract files and develop reports serving multiple purposes – this responsibility shall include template/report design, quality assurance, and some application of analytic tools and statistical methodologies. In addition, report development shall include the design, provision, and updates of standard tables, reports, and analytic tools, as well as providing ad-hoc reports. This will also include accessing publicly available benchmark data, when available, such as national, state, or regional benchmarks for Rhode Island health system data. The vendor may be required to license software to produce some specified reports. RI will give preference to tools available at little or no cost to the State.

Specific Activities /Tasks

In order to meet these objectives, the vendor shall work closely with Exchange staff, its interagency partners, other contractors, and stakeholders on the following tasks:

- Task One: Reports, Dashboards and Scorecards development and maintenance
- Task Two: Identification and Implementation of Additional Data/Information Needs
- Task Three: Comparative Data and Analysis
- Task Four: Public Communication of Data
- Task Five: Exchange Performance Metrics

These tasks are described as follows:

Task One: Reports, Dashboards and Scorecards Development

The Exchange is developing a comprehensive reporting plan that addresses the Exchange's reporting requirements across all functional Exchange areas. Reporting needs are broadly categorized as:

1. *Exchange Management and Operations:*

Consists of reporting that the Exchange must produce regarding its own management and

operation in order to operate effectively and efficiently. Functional areas include Plan Management, Eligibility & Enrollment, SHOP, Broker, Navigator, Contact Center, and Appeals.

2. *Issuer and Health Plan Reporting:*

Consists of reporting that the Exchange must produce regarding issuers and plans, including Exchange QHP Certification, Health Plan Approval, Issuer Account Management and Issuer Licensing. It is important to note that in this area, much of the core reporting will be managed by the Office of the Health Insurance Commissioner (OHIC); however, some Exchange specific reporting needs are anticipated.

3. *Federal and State Reporting:*

Consists of data and reports needed to maintain federal and state authority to operate the exchange, including a schedule and contents of CMS federal exchange reporting requirements, official document submissions/reports required by state or federal agencies, and interagency agreements.

4. *Financial Management Reports:*

Consists of reports/agreements needed to manage financial operations, and support the finance team's responsibility to assure financial integrity.

Operational reports will mostly be generated from internal datasets, including but not limited to the following:

- Operational Process Data (*e.g., UHIP Database, FairHear (Appeals)*)

This includes data created as part of the ongoing operation of the Exchange business processes including Plan Management, Eligibility/Enrollment, SHOP, Broker, Navigator, Contact Center, Appeals, and Financial Processes.

The Unified Health Infrastructure Project (UHIP) system is an integrated technology solution that supports the Health Benefits Exchange, Medicaid, the Office of the Health Insurance Commissioner (OHIC), and human services programs in Rhode Island. This database contains data for the state's health benefits exchange and integrated eligibility system (HBE/IES). The database will contain data originated through the execution of operational processes, as well as reference data to maintain the processes. All data elements may not be available or suitable for reporting purposes. The two reporting tools used for the UHIP system are Crystal Reports and Pentaho BI.

- Issuer and Plan Administration Data (*e.g., SERFF, OHIC*)

This includes data maintained on issuers and plans regarding applications, approvals, denials, certification, rates, other administrative information, and compliance. Most of this data will be found in SERFF, or other datasets maintained by the Office of the Health Insurance Commissioner.

SERFF's primary objective is to facilitate functions related to the collection of issuer and

plan data, and the certification of QHPs. Data that will be extracted from SERFF will be primarily used for Plan Management and includes the following areas:

- QHP Certification
- Issuer Account Management
- QHP Oversight
- QHP Renewal, Recertification & Decertification

SERFF is actively enhancing the data types available through its data services, and regularly publishes documentation in a Data Elements Guide found at serff.com.

- Financial Management Data (e.g., RIFANS, NFP, Premium Billing/Financial Management System, HR System, Bank Data, UHIP)
Data regarding vendors, accounts payable, accounts receivable, cash position, lockbox payments, timesheets, payroll, premium billing, accruals, budget, fixed asset information, payments, fees, grant accounting. Summary reports from NFP and RIFANS will be generated in Quickbooks. Also reports from the NFP system will be downloadable in Excel and pdf formats.
- Contact Information (*Connexions' CRM System*)
This includes data regarding interaction with parties transacting business with the Exchange including phone calls, e-mail, and face-to-face contact. The contact center will use LinkVision as their reporting tool.

The vendor will develop and maintain daily, weekly, monthly and annual reporting tools as needed. The vendor will also develop and maintain operational dashboards that measure the performance of the Exchange as a business and that examine enrollment, consumer assistance, system performance, and financial performance.

The vendor will work with the state functional area leads to continue to refine these reporting tools and measures, determine additional reports or modifications to existing reports, and determine whether any reports are no longer needed and should be retired. The vendor will also conduct design sessions for new or modified report requirements, develop and test reports, produce and publish reports for use according to production schedule, troubleshoot report errors, and produce ad-hoc reports.

The vendor should be able to address questions from Exchange management regarding report content or definitions, document new reporting requirements or modifications to existing reports, monitor report production to ensure the schedule is maintained, and monitor report use to determine if reports are not used and should be retired.

Task Two: Identification and Implementation of Additional Data/Information Needs.

The vendor will also work with the Policy and Analysis team to continuously identify information gaps and data sources to fill these gaps. As gaps are identified, the vendor will identify existing data sources to obtain, manage requests, and build data sets. Alternatively, the vendor will identify and propose new primary data sources such as customer and population

based surveys, and specific data requirements to support strategic marketing, planning and product development efforts.

As information gaps and data sources are identified, the vendor will manage survey implementations or existing data source enhancements as needed to fill the gaps. For some exchange customer specific data/survey needs the vendor shall design and execute web based customer surveys, analyze results and adapt over time as needed to support technical, operational and policy development for the exchange.

Task Three: Comparative Data and Analysis

The vendor shall enable exchange staff and public access to comparative health plan, provider and facility data, including drill down and slice/dice capabilities in three specific areas:

1. Health plan detailed rating development, based on qualitative and quality measures, such as HEDIS and customer satisfaction (as available).
2. Provider and facility detailed rating development, based on qualitative and quality measures as available, error rates, readmissions, etc.
3. Provider access assessment: measure and compare access across providers and facilities, consider metrics such as extended hours, provider accessibility, network adequacy, language, workforce diversity (PA/NP), integrated mental health services

Task Four: Public Communication of Data

The vendor will work with staff to outline and develop documents that will be provided to various public audiences. These documents will be produced from the Exchange reporting process and the vendor will translate them into accessible issue briefs and documents to be publicly and/or internally disseminated to support and explain policy recommendations to both internal and external stakeholders. Potential topics for these public documents include information on Exchange management, operations and performance.

The vendor will be responsible for working with internal and external stakeholders, including Exchange and other state agency staff, community groups, providers, brokers, and issuers to develop public documents that are both consumer friendly and accessible. These documents could be monthly and annual public reports on Exchange operations used to keep the following groups informed: Exchange Board, stakeholder groups, other state agencies, and Health Reform Executive Committee.

Task Five: Exchange Performance Metrics

Rhode Island has developed an evaluation plan that will enable the state to track performance in areas such as: coverage, access, quality, affordability, and outcomes. A robust measurement and evaluation program will allow the state to demonstrate success, identify issues needing mid-course correction, continually improve its programs, and identify unmet public health and programmatic needs that should be addressed.

The Exchange has established five separate and distinct goals that support the vision of the Exchange. This vision aims to support health reform efforts across the state and provide all Rhode Islanders with better health and increased access to high quality, coordinated care at a reasonable, predictable cost. The measures included in the evaluation plan have been aligned with those five goals and are meant to measure success and progress towards the achievement of

them.

The vendor will measure, monitor and report on Exchange performance and outcomes against Exchange specific and broader health reform goals, using data sources including, but not limited to the American Community Survey (ACS), Behavioral Risk Factor Surveillance Survey (BRFSS), Current Population Survey (CPS), Office of Health Insurance Commissioner provider survey, Department of Labor and Training Occupational Employment Statistics (OES), Executive Office of Health and Human Services data warehouse (EOHHS), Healthcare Effectiveness Data and Information Set (HEDIS), Medical Expenditure Panel Survey (MEPS), and National Health Interview Survey (NHIS). The vendor will also track and measure the Exchange's leading indicators, which measure the Exchange's progress towards the five Exchange goals and focuses on enrollment, quality, access, cost, and effectiveness.

Additional Vendor Responsibilities:

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.

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

Confidentiality and Protection of Public Health Information and Related Data – The Exchange 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 the Exchange 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 thereunder, 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 thereunder, 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 the Exchange to the Vendor for the completion of the project may not be sold, given or otherwise shared with outside parties.

Computers – Computer hardware, software, and other such technology required to complete the work of the contract are the sole responsibility of the Vendor.

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.

Equipment – Equipment required to complete the work of the contract are the sole responsibility of the Vendor; however the Exchange will work with the Vendor to provide space and administrative support for dedicated, local resources where possible.

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.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide a summary of qualifications and experience of key staff who will be involved in this project, including their experience in the fields described in the scope of work. Also include a summary of the capabilities and role of any subcontractors. In an attachment to the technical proposal (not included in the 15 page limit), please include resumes / CVs of Vendor and any subcontractor(s).
2. Capability, Capacity and Qualifications of Offeror- Please provide relevant experience with prior or current year projects related to the scope of this RFP. This section should also include a brief description of the Vendor's financial position and solvency . 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:
 - a. Name of the organization
 - b. Relevance to this proposal
 - c. Brief summary of project
 - d. Timeframe for the project
 - e. Original contract amount

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

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

4. Approach/Methodology- Please describe approach and methodology the evaluation and reporting vendor shall take to extract files and develop reports serving multiple purposes – this shall include template/report design, quality assurance, and some application of analytic tools and statistical methodologies.

SECTION 5: COST PROPOSAL

Bidders are required to submit a budget and budget narrative and respondents will be evaluated based on the relative competitiveness of their submitted budget. Respondents should submit their total proposed costs for each of the tasks outlined in this RFP along with an overall total for the entire project.

The cost proposal must include detailed listings of fully loaded rates and the proposed time commitments for all personnel and subcontractors to be utilized in completing the tasks using Appendix B: Budget Form In addition the vendor shall list all non-personnel costs by task and by month. The budget narrative should describe each of the costs included in the budget and how each cost was estimated.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 49 (70%) out of a maximum of 70 technical points. Any technical proposals scoring less than 49 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 49 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The RI Health Benefits Exchange reserves the exclusive right to select the individual(s) or firm (vendor) that they deem to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	20 Points
Capability, Capacity, and Qualifications of the Offeror	20 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are thirty (30) vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at David.Francis@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7521370** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to 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. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#7521370 Reporting and Evaluation for Rhode Island's Health Benefit Exchange**" to:

RI Dept. of Administration
Division of Purchases, 2nd 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 those not presented to 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 in the reception area of the Division of Purchases.

Response Contents

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to fifteen (15) pages (this excludes any appendices). As appropriate, resumes of key staff that will provide services covered by this request.
4. **A separate, signed and sealed Cost Proposal** including a total budget using Appendix B: Budget Form and a budget narrative proposed to complete all of the requirements of this project. The cost proposal is limited to five (5) pages.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy per proposal (one for Cost Proposal and one for technical Proposal– these files need to be submitted in separate electronic formats) is requested and it should be placed in the corresponding proposal marked “original”.

SECTION 8: CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

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

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

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 URL:
<https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Appendix A: Procurement Library

- Project Narrative for RI's Exchange Establishment One Application:
http://www.ohic.ri.gov/documents/Grants/3_Rhode%20Island%20Exchange%20Establishment%20One%20Project%20Narrative.pdf
- Project Narrative for RI's Exchange Establishment Two Application:
http://www.ohic.ri.gov/documents/Establishment%20two/4_Rhode%20Island%20Exchange%20Establishment%20Project%20Narrative%20Level%20Two.pdf
- Governor Lincoln Chafee's Executive Order Establishing RI's Health Benefits Exchange, 9/19/11:
http://www.governor.ri.gov/documents/executiveorders/2011/Executive_Order_11-09.pdf
- Unified Health Infrastructure Project Technology RFP:
<https://www.purchasing.ri.gov/RIVIP/StateAgencyBids/7449637.pdf>
- Rhode Island Exchange's Strategic Plan, developed by the Advisory Board, including Mission, Vision, Principles, and Objectives:
<http://www.governor.ri.gov/healthcare/interest/documents/RI%20Health%20Benefits%20Exchange%20Strategic%20Plan.pdf>
- Lieutenant Governor's ACA Website:
<http://www.ltgov.ri.gov/rihrc/index.php>
- HealthSource RI Website:
<http://www.healthsourceri.com>