



State of Rhode Island
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December 4, 2013

ADDENDUM # 3

RFP# 7521370

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

Bid Closing Date & Time: December 11, 2013 @ 10:00 AM (ET).

Notice to Vendors: Attention All Bidders

1. **State Responses to Vendor Questions, see attached below.**
2. **Electronic versions of Appendices: B and C are attached to the website for vendor use.**
3. **Eligible entity requirement:** In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an "eligible entity," as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an "eligible entity," as defined by 45 C.F.R. § 155.110.

No further questions will be entertained.

David J. Francis
Interdepartmental Project Manager

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

Vendor Questions for RFP # 7521370 Reporting and Evaluation for Rhode Island's Health Benefit Exchange

Question 1: Addendum 2, Section 5: Cost Proposal. The revised Cost Proposal requirements and Appendix B appear to require hourly rates only, however, the note at the bottom of Appendix C Project Staffing Form states, "Total must equal Personnel total from Cost Detail by Task Order worksheets". Is total cost detail by Task Order required? If yes, is there a prescribed format for the worksheets?

Answer to question 1: Total cost detail by task order is not required, the reference to cost detail by task order worksheets has been removed. The list of positions on Appendix B rate card must match the positions listed on Appendix C – Project Staffing Form.

Question 2: From the Answers received for the Question 3, it has been mentioned that, "The State has developed reporting measures and dashboards and will work with the contract vendor to refine this work."

In order to provide you with a more accurate cost estimate, we would like to know how many reports are expected to be created?

Answer to question 2:
Vendors should propose the number of reports in their bid that they feel would meet the Exchange's needs, within the budget constraints specified.

Question 3: What % of total reports will be of analytical and what % will be of Statistical in nature

Answer to question 3:
Vendors should propose the number and mix of reports in their bid that they feel would meet the Exchange's needs, within the budget constraints specified.

Question 4: Will test data be provided similar to production data for development and testing activities?

Answer to question 4: To the extent possible, the Exchange will provide test data for development and testing activities.

Question 5: It is been mentioned in the RFP that, "Computer hardware, software, and other such technology required to complete the work of the contract are the sole responsibility of the Vendor."

Is the Vendor expected to include the cost of hardware and software in the bid? The intent is to understand if RI will provide all the hardware or software needed, or if the vendor will need to bear the cost and include that cost in the bid.

Answer to question 5:

It is expected that the vendor will bear the cost for any required hardware and software and include that cost in the fully loaded rates on the rate card.

Question 6: Can the actual work effort to develop the reports happen outside US? Or is this work restricted to be done in the United States only?

Answer to question 6: Federal Tax information(FTI) can not leave the United States. Any Personal Health Information(PHI) or Personal Identifiable Information(PII) is required to be handled carefully and will require the vendor to provide yearly a safeguard procedures report(SPR) explaining how PHI and PII are handled and monitored both off and on-shore. The State must approve the yearly Safeguard Procedures report before any data is allowed to be shared by the vendor off-shore. Training to all staff whether on or off-shore regarding HIPAA and Privacy Law is required. Any data fields that will be sent to off-shore to staff or to a sub-contractor must first be cleared and approved by the State. Vendor is responsible for any and all data breaches/misuse whether it is either on or off-shore, whether staff or sub-contractor. Vendor is required the adhere to all HIPAA and Privacy laws regardless of data location(on or off-shore). Vendor solutions that are on-shore solutions are preferred and will be given preference in this evaluation.

Question 7: Assuming the significant reduction in the duration of the initial contract period is reflective of the need to complete the tasks as soon as possible, can Rhode Island please provide guidance as to the priority of the tasks, i.e. what is the preferred order of task completion?

Answer to question 7:

The vendor should propose a scope of work and workplan that completes all the tasks within the budget and timeline proposed.

Question 8: Can " ... the 12-month period of 1/1/14-12/31/14 ..." be interpreted as the 12 month period starting with contract award or is this requiring initial contract period completion by 12/31/14.

Answer to question 8: This may be interpreted as the 12 month period starting with the contract award.

Question 9: Given the budgetary cap outlined in Addendum #2, are vendors allowed to utilize offshore resources to provide best value?

Answer to question 9: See answer to Question # 6.

Question 10: Is the vendor allowed to vary the number of staff working on this project during the term of the contract?

Answer to question 10: Yes.

Question 11: Addendum #2, Page 3 read in part: "The cost proposal must include a listing of positions and associated fully loaded rates, which should be inclusive of all *administrative support and contract management related costs.*"

Should Travel & Expense (T&E) costs be included in the Appendix B Rate Card or should T&E costs be identified separately?

Should Other Direct Charges (ODC's) be included in the Appendix B Rate Card or should ODC costs be identified separately?

Will the state provide the vendor with licenses for Crystal Reports and Pentaho BI?

Answer to question 11:

The list of positions on the rate card must match the positions listed on Appendix C – Project Staffing Form. The cost proposal must include a listing of positions and associated fully loaded rates, which should be inclusive of all administrative support and contract management related costs. No additional expenses will be allowed.

Travel & Expenses and Other Direct Charges should be included in the fully loaded rates listed on the rate card.

The state will provide the vendor with licenses for Crystal Reports and Pentaho BI.

Question 12: Does Rhode Island require an original plus five (5) copies of the Technical Proposal AND the Cost Proposal, or an original plus five (5) copies of the Technical Proposal and a single original copy of the Cost Proposal?

Answer to question 12:

The state requires a single original plus five copies of the cost proposal as well.

Question 13: Will Rhode Island consider a Bid Closing Date of at least two weeks from the date the answers to the questions are posted?

Answer to question 13:

No

Question 14: **Bidder Certification Cover Form and Q&A Response No. 14:** Would the State accept a separate proposal as a “public copy” in which the sections and/or elements of the Bidder’s response that it deems confidential are redacted? This would be in addition to the original and five copies (total of 6) required by the RFP.

Answer to question 14: If you feel that any information is a trade secret and proprietary, please specifically disclaim any such information in your proposal submission and the State will review. The state will ultimately decide what is deemed public. No need to submit a public copy.

Question 15: **Bidder Certification Cover Form and Q&A Response No. 14:** Please confirm that for this solicitation bidders are required to submit a “public copy.”

Answer to question 15: No public copy required.

Question 16: **Bidder Certification Cover Form and Q&A Response No. 14:** In the event a “public copy” is not required for this solicitation, please confirm that bidders are permitted to include a “public copy” that redacts confidential information.

Answer to question 16: If you feel that any information is a trade secret and proprietary, please specifically disclaim any such information in your proposal submission and the State will review. The state will ultimately decide what is deemed public. No need to submit a public copy.