HealthSource RI (HSRI)

Small Business Health Options Program (SHOP)
HSRI for Employers Pre-Bid Conference

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February 1, 2021

Overview of RFP

- HealthSource RI is soliciting proposals from qualified Vendors to provide full operation of end-to-end services for the Small Business Health Options Program (SHOP)
- **Contract Period**
  - Initial contract term is estimated at 4 years and 6 months, beginning approximately May 1, 2021 for transition work
  - Start date for operational period is approximately November 1, 2021
  - After initial term, contracts may be renewed based on Vendor performance and availability for up to 4 additional years
- **Tasks**
  - Four critical tasks required to run HSRI for Employers, with requirements outlined in RFP. Vendor proposal must address all 4 tasks

Overview of RFP

RFP Section	Details	Required to complete?
I. Introduction pg. 5	Instructions and Notifications to Vendor	
II. Background pg. 9	• About HSRI for Employers and SHOP • HSRI for Employers Structure/technology platform • Overview of Tasks 1-4	
III. Scope of Work and Requirements pg.13	Requirements for Staffing and detailed list of requirements for Tasks 1-4	
IV. Proposal pg. 32	Technical, Cost, and ISBE Proposals	Yes
V. Evaluation and Selection pg. 36	Scoring criteria for proposals	
VI-IX. Other Sections pg. 38 & 40	• How to submit questions about RFP • Proposal submission details	
Appendix A pg. 42	ISBE Participation	Yes
Appendix B	Task Table 3a. Enrollment Services Functional Requirements	Yes, if Vendor proposes to bring their own platform to meet Task 3 requirements*
Appendix C	Task Table 4a. Template - Financial Management Functional Requirements	Yes
Appendix D	Reporting Requirements Template	Yes
Appendix E	Cost Form	Yes
Appendix F	GC – Supplemental Terms and Conditions	

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*Depending on Vendor's proposed approach, Vendor will be required to fill out additional appendices

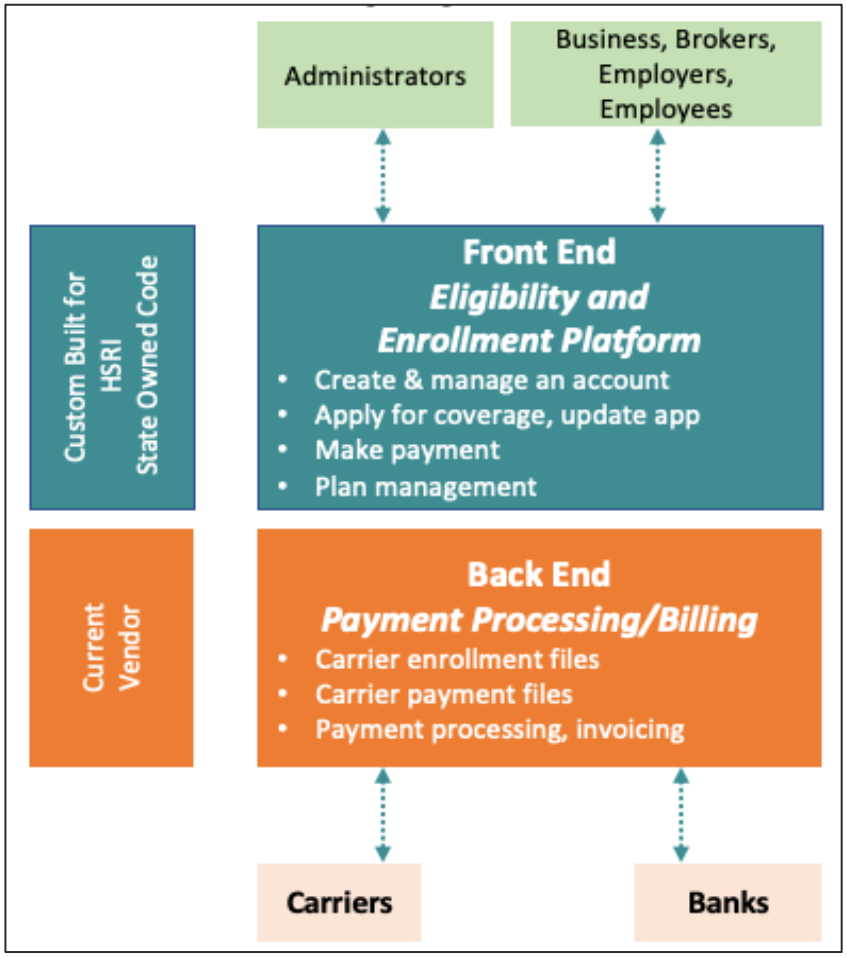
II. Background

- HSRI's small employer program, **HSRI for Employers**, operates one of the country's most successful SHOP programs

By the Numbers

- Supports ~12% of small group market lives in RI
- Over 6,000 enrolled members as of Dec 2020; enrollments have risen each year, even during COVID
- $1.3 million in annualized revenue
- ~13.5 FTE staff, a majority of whom are on the sales & service team

HSRI for Employers System Structure



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II. Background

- HSRI seeks a Vendor to operate four critical tasks to run the HSRI for Employers program:

Task 1: Project and Contract Management	Task 2: Sales and Customer Service	Task 3: Enrollment Services	Task 4: Financial Management Services
• **Provide oversight and management of the contract** • Ensure overall success of the program, led by Engagement Manager • Manage, report on, and meet Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)	• **Sales**: Expand small employer enrollment and retain existing business to reach or exceed enrollment targets • **Service**: Provide a high level of service to support enrollment and renewal assistance to RI small business employers and their employees • Support brokers	• **Manage* Eligibility and Enrollment Platform** (front end) • Platform allows brokers and RI small businesses/their employees to compare coverage options and pay for coverage; also supports renewals • **Support platform operations** including mailing, design/ development, change requests, release management, reconciliation, system management & ops	• **Supply and manage Financial/Billing Platform** (back end) • **Perform financial management functions** including billing, invoicing, and adjustments; banking and cash management; carrier disbursements; delinquency/collections management; and write-offs • Support broker and ongoing business specifications

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**Vendor may propose to bring their own platform for Task 3, or use HSRI's existing platform*

III. Scope of Work and Requirements

Included in the Scope of Work are:

- **Staffing Requirements**
  - Vendor must name specific individuals for Key Personnel
  - Staffing requirements cover all four tasks
- **General, Functional, and Operational Requirements**
  - Vendor must support activities associated with each task
  - Task Tables specify requirements
  - Tasks 3 and 4 include tables for both *functional requirements* and *operational requirements*

Task	Requirements		
	General	*Functional*	*Operational*
1	x		
2	x		
3		x	x
4		x	x

NOTE: HSRI's current Eligibility and Enrollment Platform is custom-built for HSRI

- Vendors MAY propose to supply their own enrollment platform to meet the requirements of Task 3
  - However, scoring preference will be shown to Vendors who opt to use HSRI's existing enrollment platform
- Vendors MUST propose to supply their own financial/billing platform to meet the requirements of Task 4

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IV. Technical Proposal

Vendor's written responses should explain Vendor's proposed approach, key structures/technologies/tools, and a timeframe associated with transition completion and operational readiness. Technical proposal must include:

1. **Executive Summary**
2. **Vendor Capabilities and Staffing Approach**
3. **Approach**

   3.1 Project and Contract Management (Task 1)

   3.2 Sales and Customer Services (Task 2)

   3.3 Enrollment Services and Financial Management Services (Tasks 3 & 4)

   - **NOTE: Should Vendor propose an alternative enrollment platform to meet the requirements in Task 3, Vendor MUST complete Appendix B - Enrollment Services Functional Requirements**
   - Appendices C and D (all vendors must submit)
4. **Video Presentation and References**

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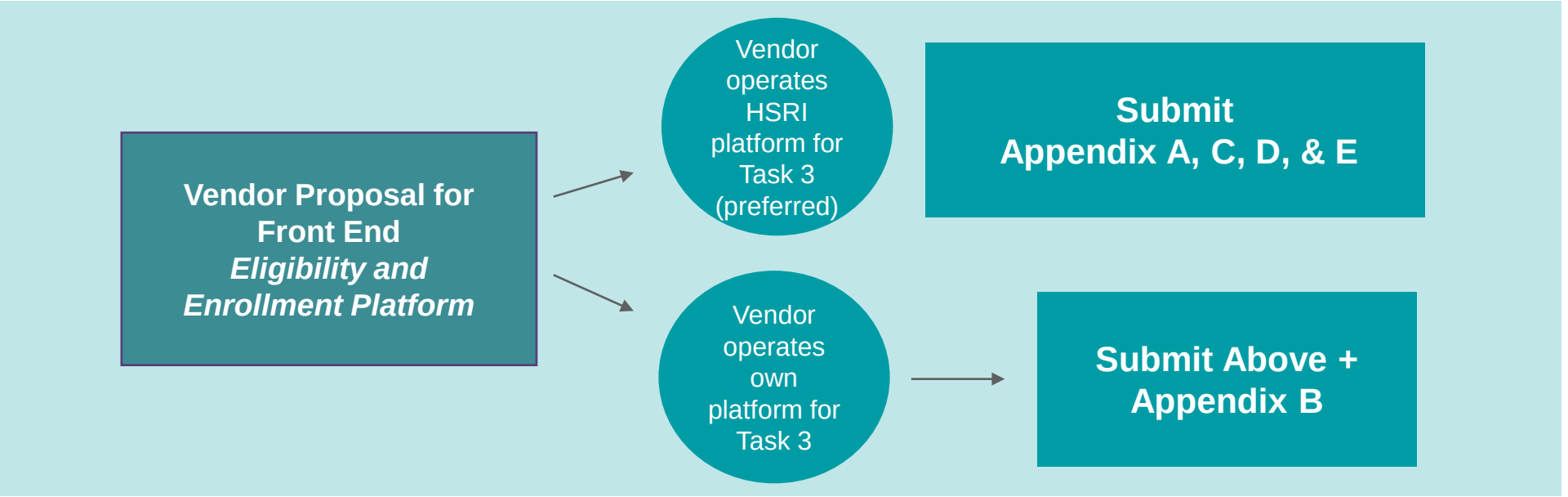
IV. Technical Proposal - Appendices

- Which appendices need to be submitted?



IV. Cost Proposal

- Vendors MUST complete all of **Appendix E – Cost Form** and submit cost proposal in separate sealed document
- Cost Form includes:
  - Worksheets 1, 5, and 6 – instructions and additional information
  - Worksheets 2, 3, and 4 – must be completed entirely by Vendor

Worksheet	Worksheet Description
2	Total cost of engagement across entire contract period
3	Total Cost by Task, including: • Transition-Related Costs • Equipment • Supplies/Materials • Travel • Personnel
4	Personnel • By Task and by Role/Position • Hourly Rates for Year 1 and average annual hours for each role/position*

*Average annual hours = stable long-term level of personnel. Hours in excess of average annual hours to support transition-related activities should be included in transition-related costs. Hourly rates will be calculated with a 3% increase for each year following Year 1.

IV. Cost Proposal – Transition Costs

- **Transition Costs**
  - Proposed transition-related costs, if any, must be provided in Appendix E – Cost Form
  - Transition costs must be proposed for each task separately.
    - Transition costs should be proposed as a lump sum cost, not broken out by personnel, equipment, travel, etc.
    - Transition costs should include any costs in excess of annual ongoing costs, including pre-launch activities or post-launch stabilization
  - Invoices for proposed transition costs will be spread out over entirety of contract (4.5 years, with 25% in each contract period as shown)

Contract Periods	
Contract Year 1 (Y1)	5/1/21-10/31/22
Contract Year 2 (Y2)	11/1/22-10/31/23
Contract Year 3 (Y3)	11/1/23-10/31/24
Contract Year 4 (Y4)	11/1/24-10/31/25

IV. Cost Proposal – Enrollment Payments

Enrollment-Based Variable Payments

- Vendors will be paid a portion of their fees based on meeting an annual enrollment increase - calculated as a one-time payment of $200 per member above a baseline enrollment.
- Vendors should complete Cost Proposal with total costs for engagement, however HSRI will split that cost into 2 portions:
  - **Variable portion** – A portion of the payments to Vendor will be based on increasing the HSRI for Employers enrollment in medical plans.
    - All Vendor cost proposals will use the HSRI assumption that annual enrollment growth will be 500 members per year. Therefore $100,000 per operational year of the Vendor's bid ($200 per member x 500 members) will be made up of this variable payment.
    - If annual enrollment increase is lower the payment will be lower, if enrollment is higher, the payment will be higher. The variable portion will be calculated and invoiced quarterly.
  - **Fixed portion** – The remainder of the payments will be based on the proposed total cost of the engagement less the assumed baseline variable portion. This is calculated in Appendix E.

	COMPANY REPRESENTATIVE	COMPANY NAME	SIGNATURE	ADDRESS	CONTACT E-MAIL	CONTACT PHONE NUMBER
1	Jack Weiner	IdeaCrew, Inc.				
2	Finn Sullivan	NFP Health				
3	Scott Keays					
4	Edward Melendez	NFP Health				
5	7812282202					
6	Meg Ivatts	State of RI				
7	Nina M Lennon	State of RI				
8	John Cucco	State of RI				
9	Anthony Venditelli	State of RI				
10	Taylor Dukes	State of RI				
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**** VENDOR: PLEASE SUBMIT A BUSINESS CARD IF AVAILABLE****