



Solicitation Information

16 April 2012

Request for Proposals #7449637

TITLE: Unified Health Infrastructure Project

Submission Deadline: May 30, 2012 @ 10:00 AM (EDT)

PRE-BID/ PROPOSAL CONFERENCE: Yes DATE: April 27, 2012 TIME: 9:00 AM (EDT)

MANDATORY: No

LOCATION: Department of Administration, Division of Purchases (2nd fl), One Capitol Hill, Providence, RI

A Letter of Intent is required to bid. Letters of Intent may be submitted at the pre-proposal conference, by email to rfp.questions@purchasing.ri.gov or by regular mail no later than **May 11, 2012**. The submission of a Letter of Intent is not binding on the prospective offeror to submit a proposal. However, in order to submit a proposal, a letter of intent must be submitted on or before **May 11, 2012**.

Questions concerning this solicitation must be received by the Division of Purchases at rfp.questions@purchasing.ri.gov no later than **April 30, 2012**. 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: Yes (\$1,500,000)

PERFORMANCE BOND REQUIRED: Yes (Fifty percent (50%) of the total contract price)

Buyer:

Daniel W. Majcher, Esq.
Assistant Director, Special Projects

Vendors must register on-line at the State Purchasing Website at 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

General Instructions and Notifications -- Notwithstanding any instructions contained in this Request for Proposals ("RFP"), the following shall apply:

1. Potential vendors are advised to review all sections of this Request for Proposals ("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. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
5. Proposals misdirected to other state locations, or which are otherwise not present in the Division of Purchases ("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.
6. 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.
7. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
8. Interested parties are responsible for and are instructed to monitor 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.
9. 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. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090.
10. 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.*
11. 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, Charles Newton, at (401) 574-8253 or visit the website www.mbe.ri.gov or contact dorinda.keene@doa.ri.gov.

Table of Contents

1	Introduction	1
1.1	Background	1
1.2	Procurement Authority	5
1.3	Overview of the Solution	5
1.4	High Level Technical Overview.....	8
1.5	Interstate Collaboration.....	9
1.6	Project Implementation	9
1.7	Project Funding	10
1.8	Procurement Approach.....	10
1.9	Project High-Level Schedule	11
2	Procurement Rules	13
2.1	Procurement Authority	13
2.2	Procurement Schedule	14
2.3	Procurement Contact Information	15
2.4	Basic Qualification Criteria.....	15
2.5	Information to be Included in Proposals	15
2.6	Subcontracting.....	16
2.7	Pre-Proposal Conference.....	16
2.8	Letter of Intent to Submit a Proposal	16
2.9	Submission of Written Questions	16
2.10	Submission of Proposals.....	17
2.11	Late Submissions, Modifications and Withdrawal of Proposals	17
2.12	Alternate Proposals	17
2.13	Contacts with Bidders.....	18
2.14	State of Rhode Island Use of Proposal Ideas	18
2.15	Award of Contract	18
2.16	Contract Award Notification.....	18
2.17	Protest of Contract Award	18
2.18	Cost of Preparing Proposals	19
2.19	Disposition of Proposals.....	19
2.20	Access to Public Records Act.....	19
2.21	Background Checks.....	19
2.22	Contract Provisions.....	19
2.23	Minority Business Enterprise and Equal Employment Opportunity	20
3	Proposal Submission Requirements	21
3.1	General Instructions.....	21
3.2	Technical Proposal Requirements.....	22
3.3	Cost Proposal Requirements.....	31
4	Scope of Work	33
4.1	Project Management Approach	34
4.2	Task Orders	39
4.3	Milestones and Deliverables	51
4.4	Payment.....	55
5	Business and Functional Requirements	56
5.1	Integrated Business Vision	56

5.2	Functional Purpose	57
5.3	Assumptions and Constraints.....	60
5.4	Business and Functional Requirements.....	61
6	Technical Requirements.....	63
7	Evaluation and Selection.....	69
7.1	Evaluation Approach.....	69
7.2	Evaluation Process.....	69
7.3	Criteria for Evaluation.....	70
7.4	Contract	72
8	Contract Terms and Conditions	73
8.1	State’s General Conditions of Purchase.....	73
8.2	Supplemental Terms and Conditions	73

Appendices

- A. State General Terms and Conditions
- B. Civil Rights Act of 1964
- C. Rehabilitation Act of 1973
- D. Drug-Free Workplace Policy and Contractor Certificate of Compliance
- E. Subcontractor Compliance
- F. Environmental Tobacco Smoke
- G. Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions and Certification
- H. W-9 Request Form
- I. Statutory and Regulatory Documents
- J. Mandatory Submission Checklists
- K. Approach to Staffing
- L. Deliverables
- M. Detailed Business Requirements
- N. Detailed Technical Requirements
- O. Eligibility and Enrollment Individual Process Flows
- P. Plan Management Process Flows
- Q. Financial Management Process Flows
- R. Eligibility and Enrollment SHOP Process Flows
- S. Service Level Agreements
- T. Draft Certification Application
- U. EOHHS Program Descriptions
- V. Health Benefits Exchange Mission, Vision, and Goals
- W. Phase 2 Integrated Eligibility System for Non-MAGI Medicaid and Other HHS Programs
- X. Cost Response

1 Introduction

The Rhode Island Division of Purchases (“Division”), on behalf of the State of Rhode Island (“State” or “Rhode Island”), is issuing this Request for Proposals (“RFP”) to procure one or more vendors to design, implement, and operate a technology platform to support both new and existing health insurance initiatives under the Affordable Care Act (ACA), support existing human services programs, provide hosting services for the state’s health benefits exchange and integrated eligibility system (HIX/IES), and potentially provide contracted operations of key business functions of the HIX/IES.

The integrated technology program to support the Health Insurance Exchange, Medicaid, and other human services programs is referred to as the Unified Health Infrastructure Project (UHIP).

This RFP is issued on behalf of:

- The Executive Office of Health and Human Services (EOHHS) which includes Rhode Island’s Medicaid and Children’s Health Insurance Program (CHIP) programs;
- The Department of Human Services (DHS) which administers other economic support programs including, but not limited to, the Supplemental Nutrition Assistance Program (SNAP), Rhode Island Works, the Temporary Assistance to Needy Families (TANF) program, Child Care, General Public Assistance, State Supplemental Payment, and Child Support;
- The Office of the Health Insurance Commissioner (OHIC) which is the State’s health insurance regulator; and
- The Rhode Island Health Benefits Exchange, which will administer Advanced Premium Tax Credits (APTCs), Small Business Health Options Program (SHOP), and serve as a resource for all Rhode Islanders to compare health insurance coverage options.

A bid surety payable to the State of Rhode Island, in the amount of \$1,500,000 must be furnished by each offeror with their proposal and in accordance with State Procurement Regulation 5.7 and the State’s General Conditions of Purchase. The proposal guaranty will be furnished by surety companies authorized/licensed to do business in the State of Rhode Island. The State reserves the right to retain the surety of all bidders until the successful bidder enters into the Contract or until such time as the award or cancellation of the Contract is announced at which point Sureties will be returned to all bidders by the State of Rhode Island. A performance bond of fifty (50) percent of the total contract price with a satisfactory surety company will be required of the successful offeror. All surety companies must be listed with The Department of Treasury, Fiscal services, Circular 570, (Latest Revision published by the Federal Register).

1.1 Background

On March 23, 2010, President Obama signed into law the Patient Protection and Affordable Care Act. On March 30, 2010, the Health Care and Education Reconciliation Act of 2010 was signed into law. The two laws are collectively referred to as the Affordable Care Act (ACA).

The ACA creates an opportunity to reform the health insurance marketplace in order to provide all Americans with quality, affordable health insurance coverage.

While the ACA provides states with significant latitude in how to implement the reforms, it also sets forth expectations regarding consumer-mediated enrollment processes, systems architecture and security, coordination among Medicaid, CHIP, and the Exchange, sharing of IT assets among states, and more. The ACA and related federal guidance sets the foundational layer of requirements for states; Rhode Island has developed additional state-specific requirements as documented throughout this RFP.

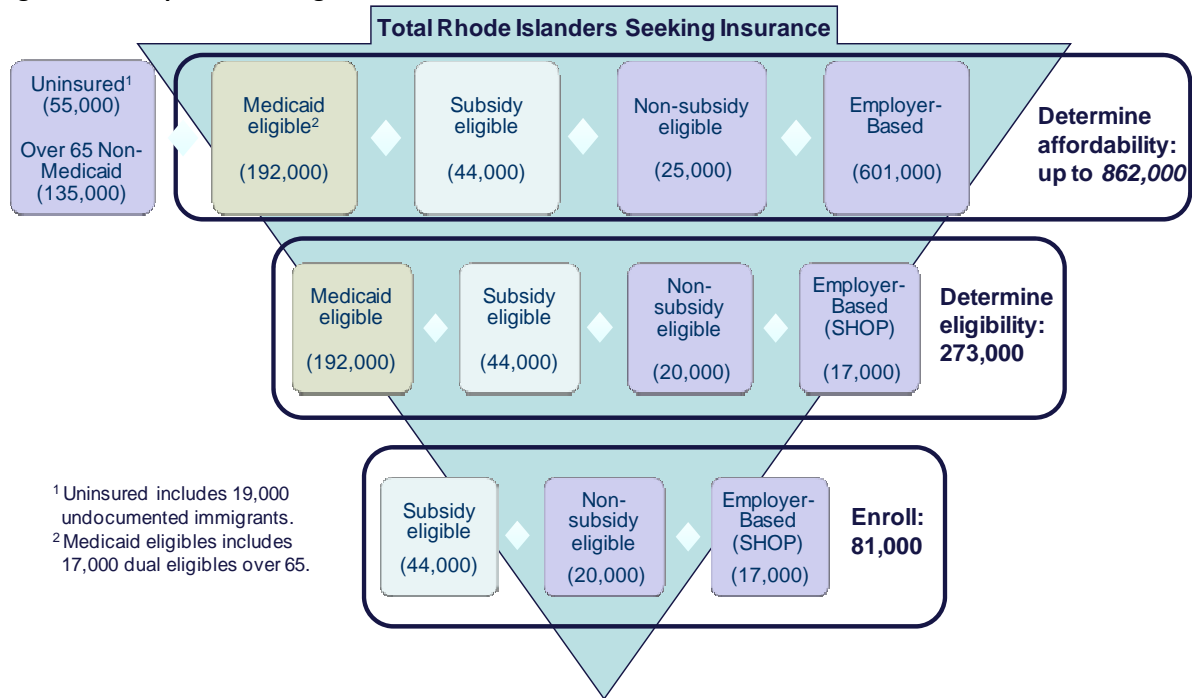
1.1.1 Health Benefits Exchange

The ACA requires all states to establish a Health Benefits Exchange (Exchange). In essence, the Exchange is an organized marketplace to help consumers and small businesses buy health insurance in a way that permits easy comparison of available plan options based on price, benefits, and quality. Exchanges will offer “qualified health plans” to individuals and small employers. Under the ACA, states are required to prove “operational readiness” for certification as a state-based Exchange before January 1, 2013, and begin enrolling individuals and small businesses in coverage through the Exchange on October 1, 2013, with coverage beginning January 1, 2014.

Over the past year, Rhode Island has developed its own plan for a state-based health insurance exchange. Rhode Island’s Exchange will provide a robust marketplace for *all* Rhode Islanders to identify insurance coverage options and provide an online “store” for those eligible to receive or purchase coverage. Thus the Exchange will have a broad customer base, including Medicaid eligible individuals and families, Exchange-subsidy eligible individuals and families, individuals and families purchasing coverage without a subsidy, small employers and their employees, and employees of large employers. The Exchange’s strategic plan, including its vision, mission, principles, and goals, is included as Appendix V to this RFP.

Once implemented, Rhode Island anticipates that all Rhode Islanders seeking insurance will be able to use the Exchange web-based portal to compare price and quality of insurance coverage. As depicted in the figure below, this will include both Rhode Islanders eligible for public subsidies and those with employer-based coverage for a total of 862,000 potential users. We estimate that 273,000 Rhode Islanders will use the Exchange to determine eligibility for subsidized insurance, including 192,000 new and existing Medicaid customers. We further estimate that 64,000 Rhode Islanders will purchase individual coverage and another 17,000 will purchase small group coverage through the Exchange, for a total of approximately 81,000 Exchange plan enrollees. About half of those Exchange-eligible individuals will enroll in an Exchange plan in 2014, and virtually all Exchange-eligible individuals will enroll in an Exchange plan before 2016.

Figure 1: Anticipated Exchange Use



As required by the ACA and subsequent federal guidance, the core functions of an Exchange include the following items:

- Certification, recertification, and decertification of qualified health plans
- Exchange website
- Premium tax credit and cost-sharing reduction calculator
- Eligibility determinations for Exchange participation, advance payment of premium tax credits, cost-sharing reductions, and Medicaid/CHIP determinations and redeterminations
- Seamless eligibility and enrollment process with Medicaid and other State health subsidy programs
- Enrollment process
- Applications and notices
- Individual responsibility determinations
- Administration of premium tax credits and cost-sharing reductions
- Notification and appeals of employer liability
- Information reporting to IRS and enrollees
- SHOP Exchange-specific functions

The following ACA required functions are not specifically to be procured through this RFP, although the technology platform will be required to support these functions:

- Call center
- Quality rating system

- Navigator program
- Adjudication of appeals of eligibility determinations
- Outreach and education
- Risk adjustment and transitional reinsurance

1.1.2 Medicaid, CHIP, and other Human Service Programs

The Affordable Care Act expands Medicaid eligibility: effective on January 1, 2014, Medicaid will be available for the first time to individuals without minor children earning less than 133 percent of the federal poverty level (FPL). Rhode Island currently provides Medicaid coverage to parents with minor children up to 175 percent of the FPL. Rhode Island may choose to no longer cover parents whose income is above 133 percent in 2014. Rhode Island children and pregnant women are eligible for Medicaid or CHIP coverage up to 250 percent of the FPL.

In order to maximize seamlessness and efficiency among affected programs, Rhode Island will implement a single IES that must be ready for open enrollment in October 2013, based on an external rules engine, that will ultimately replace the current eligibility-determination system and support Medicaid, CHIP, Exchange-based subsidy programs, SNAP, TANF (Rhode Island Works), Child Care, General Public Assistance, and State Supplemental Payments for SSI.

The new IES will be brought online in two phases. Support for MAGI-based eligibility determinations will be functional by October 1, 2013. Other human services programs, including non-MAGI-based Medicaid, will be migrated to the new system by December 31, 2015.

1.1.3 Child Support Enforcement

The Rhode Island Department of Human Services is responsible for the administration of the state's Child Support Enforcement (CSE) program. CSE currently relies on the legacy eligibility system for its management information system. As the legacy eligibility system is phased out, a new solution for CSE will need to be developed. The state expects to develop a solution for CSE information technology in the coming months, and expects that the solution will interface with the technology procured in this proposal. To that end, the technology must be sufficiently flexible and extensible to allow interface with a future CSE system. Documentation regarding the existing CSE functionality can be found in Appendix U and in the Bidders Library. Additionally, the state will request responding vendors to describe any experience and expertise in CSE information systems for informational purposes. This information will not be used in the evaluation of any vendor responding to this RFP.

1.1.4 Approach: Unified Health Infrastructure Project

Given the concurrent technical investments in Rhode Island's Exchange and the new eligibility system, Rhode Island is moving forward with these two investments as a single project. Rhode Island's interagency team developed an integrated vision for serving individuals and families eligible for Medicaid/CHIP and commercial based plans through a

single technology solution. Rhode Island's Unified Health Infrastructure Project (UHIP) is a long-term initiative to design a new, consolidated, integrated, end-to-end service delivery model for many programs to enhance the customer experience and the State's efficiency and efficacy.

Ultimately, the UHIP will create a new set of technology and business processes that can be used by many programs and provide a single, positive experience for customers. Using an agreed-upon interagency governance structure (described in section 1.6), the UHIP will create a set of business processes supported by a new technological system. Together these will provide Rhode Islanders and their families, Rhode Island businesses and their employees, and insurers serving the Rhode Island market an integrated, end-to-end service architecture for health insurance and other human service programs. This RFP is intended to be the first step, to build the initial technical platform and capacity for UHIP, while meeting the requirements and deadlines for Exchange development under the ACA and Eligibility systems development as defined by the State of Rhode Island and the federal government. (A complete list of statutory and regulatory documents is included as Appendix I.)

1.2 Procurement Authority

This RFP is issued under the authority of the General Laws of the State of Rhode Island (R.I.G.L.), the Affordable Care Act, Title XIX of the Social Security Act, as amended, and the implementing regulations issued under that authority. Any proposal submitted by any prospective vendor that fails to meet any published requirement may, at the option of the State, be rejected without further consideration.

Vendors must register online at the State Purchasing Website at www.purchasing.ri.gov.

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

The contact for all Bidder communications with the State in regard to this procurement is:

Daniel W. Majcher, Esq.
Assistant Director, Special Projects
Division of Purchases (2nd fl), Department of Administration One Capitol Hill
Providence, Rhode Island 02908
E-mail Address: rfp.questions@purchasing.ri.gov

All communications must be sent in writing using the email address listed above and any response may be subject to the deadlines included herein. All correspondence must include the RFP number in the subject of the email.

1.3 Overview of the Solution

The following sections provide high-level descriptions of Rhode Island's intended implementation of the major Exchange business areas.

1.3.1 Individual and Family Eligibility and Enrollment

Rhode Island has designed an eligibility and enrollment process that is entirely integrated and seamless from the consumer's point of view, whether the user is determined eligible for Medicaid/CHIP, premium tax credits, or no financial assistance, and whether the user is enrolling in a Medicaid managed care plan, the Basic Health Program (should Rhode Island decide to create one), or an Exchange-Qualified Health Plan (QHP) including potentially standalone dental plans.

There is a single integrated process from the point of application to a determination of eligibility and, for families or individuals who need to choose a plan, plan selection. There are two separate processes for plan enrollment: QHP plan enrollment will occur within the HIX/IES, while the IES will inform the MMIS of plan choice for Medicaid/CHIP. Medicaid/CHIP plan enrollment will occur outside of the IES in the MMIS. However, the consumer experience should be the same regardless of the program or programs for which the individual/family applies or is determined eligible. The business process flows and requirements that reflect this design are attached as Appendix O.

1.3.2 Small Business Health Options Program (SHOP) Eligibility and Enrollment

Rhode Island seeks an integrated eligibility and enrollment process for small business employers and their employees. The system shall evaluate the eligibility of small businesses and their employees for SHOP coverage, and allow eligible employers to evaluate their coverage options, define a contribution strategy and pay for coverage in an aggregated manner. Rhode Island intends that a single integrated eligibility system be used to determine eligibility for individuals and families as well as small employers and their employees.

The system must also provide an interactive plan comparison process and decision support tools to facilitate employee choice of coverage options. Where appropriate, the system shall inform employers and/or employees regarding alternative options for individual subsidized coverage and allow for individual subsidy determination.

This process must be able to be performed independently or facilitated by an approved assister/broker, and must support multiple models of employee choice and employer contributions. The business process flows and requirements that reflect this design are attached as Appendix R.

1.3.3 Plan Management

Rhode Island seeks an integrated health plan certification function that integrates QHP certification with the rate review regulatory process through the Office of the Health Insurance Commissioner. The business process flows and requirements that reflect this design are attached as Appendix P.

1.3.4 Financial Management

Rhode Island seeks an experienced vendor to provide an integrated financial management system that will process, track and report Exchange financial transactions and notifications, including payments, collections, IRS and CMS notifications of enrollment and subsidy

determinations and small business tax credits. This system shall support three primary business functions: (1) premium collection and processing to support both SHOP and individual enrollment processes; including calculation, payment and reporting of advanced premium tax credits and cost sharing reductions; (2) internal bookkeeping and accounting systems to track, monitor and report on expenses and receipts; and (3) financial oversight and monitoring of programs to prevent fraud, waste and abuse.

For small businesses purchasing through Rhode Island's SHOP, the system must provide multi-product, multi-carrier premium collection and processing that supports multiple models of employee choice and employer contributions. The attached business process flows and requirements that reflect this design are attached as Appendix Q.

1.3.5 Customer Service

Rhode Island's Exchange will provide a robust marketplace for all Rhode Islanders to identify insurance coverage options and provide an online "store" for those eligible to access or purchase coverage. Thus, the Exchange will have a broad customer base, including Medicaid/CHIP eligible individuals and families, subsidy eligible individuals and families, individuals and families purchasing without any subsidy, small employers and their employees and dependents, and employees and dependents of large employers. Rhode Island envisions the Exchange web portal will also provide information about and enable access to SNAP, TANF (Rhode Island Works), Child Care, General Public Assistance, and State Supplemental Payments for SSI.

Building a fully integrated consumer support infrastructure is essential to launching a successful Exchange. Rhode Island has divided this business area into four components: outreach/education, call center, Navigator program, and complaints/appeals. Emphasis is on creating a highly integrated consumer support system that will provide the customer with multiple options. Those options will range from self-service (the portal), to agent mediated (call center), or to in-person navigator support, depending on the user's needs. Customers will be able to go from one tier of support to another in both directions.

The portal will be a customer service online option, which may be completely self-service from beginning to end. If at any point a customer needs more support – such as a question, or trouble navigating the on-line system, the customer will be offered a variety of support options. The "Call Center" will offer a variety of contact methods. In addition to traditional telephone communication with a phone assister, customers will be offered text, email, live chat, as well as other social media communication. Customers may also select to meet with an in-person, community-based navigator, and will be able to schedule a Navigator appointment on the portal or through the comprehensive Call Center. If one gateway leaves the customer with unresolved issues, there will be another tier of support available. The portal will support all of these functions in some capacity.

To ensure the customer service system meets Rhode Island's customers' needs, the state will assist in identifying consumers to conduct testing and provide feedback during the iterative development process of the portal and other customer service channels. The vendor will be expected to test their solution with consumers throughout the development process, and should document their approach, including a timeframe for incorporating feedback, in responding to this RFP.

In addition, the vendor is expected to provide methods to ensure inclusive access to RI's customers, including providing access for customers:

- Whose primary language is other than English. (Specific language requirements are specified in the business requirements, Section 5 and Appendix M. Rhode Island will initially require support for English, Spanish, and Portuguese.)
- Who are illiterate.
- Who read at or below a 6th grade reading level.
- Who have a handicapping condition(s) including speech, hearing, cognition, or mobility.

1.4 High Level Technical Overview

Through this RFP, Rhode Island is seeking innovative, flexible, and interoperable solutions for design and development of the HIX/IES. Solutions must be flexible enough to adapt to changing policies and business rules, interoperate with external systems, take advantage of modern technologies, utilize best practices, and provide a positive user experience.

The project must follow agile software development principles and practices, including early and continuous delivery of software, regular collaboration between business subject matter experts and developers, and iterative functionality reviews to assure the State meets its business needs.

The vendor must propose a solution that meets all Rhode Island UHIP requirements and is consistent with the standards and requirements outlined in this RFP and Federal guidance. The vendor's proposed solution must include the development, testing/verification, training, certification and production environments to be used to develop, maintain and operate the integrated solution. The vendor will be expected to involve stakeholders and end-users in the iterative development and testing of the user experience.

The solution must be a web-based solution hosted at a secure location in the United States. This RFP also seeks to procure hosting services for the solution's development, testing/verification, training, certification, and production environments. The hosting vendor will be required to host, maintain and operate the UHIP technology solution in production from contract signing for a period of five years, with the potential for three additional one year contract extensions. The selected vendor will be responsible to provide, install and maintain the hardware, software, network components and other infrastructure elements for the integrated UHIP solution. As specified in Appendix N of this RFP, the State will provide certain software, hardware, and infrastructure components to be utilized in the implementation and the ongoing operations phase. The vendor will be expected to integrate vendor-supplied assets with those of the State. For example, vendors will be required to evaluate the suitability and cost-effectiveness of hosting the system at the State's data center.

The new HIX/IES will be implemented in two phases: core Exchange functionality and MAGI-based Medicaid eligibility determination (Phase 1), and eligibility determination for non-Magi-based Medicaid and other human services programs, including SNAP, TANF (Rhode Island Works), Child Care, General Public Assistance, and State Supplemental Payments for SSI (Phase 2).

The vendor will iteratively migrate the Medicaid and Human Services eligibility system from the State's legacy eligibility system to the new eligibility system. Phase 1 of the migration will culminate in the MAGI implementation for Medicaid by October 1, 2013. Phase 2 will be the Medicaid non-MAGI implementation and all other Human Services programs including SNAP, TANF (Rhode Island Works), Child Care, General Public Assistance, and State Supplemental Payments (Phase 2), required before December 31, 2015.

The vendor will be required to assist in the creation and testing of business rules to support eligibility determination and other HIX functions. These business rules must be shareable with other states or the federal government, and must be made available through CMS's Collaborative Application Lifecycle Tool (CALT).

The State requires Bidders to present an approach that meets the Seven Conditions and Standards contained in CMS Medicaid IT Supplement, MITS-11-01-v1.0, released in April 2011 and to meet the eligibility-related sections of the CMS MITA 2.0 Framework, and is prepared to address MITA 3.0 or any forthcoming framework.

Requirements stated in the ACA and other federal guidelines must be incorporated into any proposal. Generally applicable sections include but are not limited to sections 1301 through 2201 of the ACA.

1.5 Interstate Collaboration

Where appropriate, technology system components and business rules must be shareable with other interested stakeholders, including other states, consortia of states, and the federal government. The vendor should seek to collaborate with and take advantage of deliverables from early innovator states such as the New England States Collaborative Insurance Exchange Systems (NESCIES) project or other state and federal projects.

Rhode Island is depending on the ability to utilize functionality from other states and, in turn, share functionality with other states. Vendors are expected to propose strategies that reduce both build and ongoing operations costs by leveraging technology components from other states or the federal government, sharing technology systems or operational capacities with other states developing HIX/IES systems, and reusing suitable federal/state customizations from other states.

Vendors are strongly encouraged to propose specific collaboration or reuse opportunities and strategies. Proposals will be closely evaluated on this dimension.

1.6 Project Implementation

A Project Manager, solely dedicated to this project, employed by the Rhode Island Department of Administration on behalf of the state agencies that will rely upon the common technology platform ("the client agencies"), EOHHS/Medicaid, DHS, the Exchange, and OHIC, will supervise the work of the successful contractor(s).

An interagency team comprised of representatives of each of the state agencies that will rely upon the common technology platform (EOHHS/Medicaid, DHS, the Exchange and

OHIC) will meet regularly to discuss vendor progress and ensure that the needs of all of the client agencies are being met by the work of the contractor(s).

This procurement will implement this technical program through a series of projects. Some of these projects will implement capabilities that are primarily (and in some cases, exclusively) for EOHHS/Medicaid, Exchange, DHS, or OHIC programs and clients while some will implement capabilities to be jointly utilized by all of the agencies or some combination of the agencies. A Memorandum of Understanding/Interagency Service Agreement will ensure that all client agency requirements are met.

1.7 Project Funding

The UHIP will be funded jointly by Exchange Establishment Funds, provided through a cooperative agreement with CCIIO, Medicaid enhanced funding in accordance with proposed rule 42 CFR part 433, and other state and federal funding sources in support of the human services programs in Phase 2.

The implementation effort is described in the Scope of Work (Section 4), and is divided into Task Orders based on funding and governance. Vendors will be expected to propose costs by task order accordingly.

1.8 Procurement Approach

The intent of this procurement is to accommodate critical aspects of the UHIP system implementation through nine task orders. Vendors are required to submit prices for the task orders as detailed in Section 3.

Rhode Island intends to award a single contract to a vendor or a team of vendors. Preference will be given to proposals with a single prime vendor and additional vendors subcontracted to the prime. Rhode Island reserves the right to contract for all nine task orders or a subset of these task orders at the State's sole discretion.

Vendors may submit proposals for task orders 1 – 9, task orders 1 – 8, or task order 9. Vendors who wish to bid on task orders 1 – 8 must submit bids for all eight task orders as a group, with separate prices for each task order. Rhode Island anticipates that some vendors will bid individually on task order 9. Task order 9 may be bid separately, or as part of complete bid encompassing all nine task orders:

Vendors responding to the scope of work for task order 9 who are included as subcontractors in a comprehensive (task orders 1 – 9) proposal are encouraged to submit a proposal for task order 9 individually.

As described in detail in Section 2.2, bidders' proposals will be evaluated in two rounds. The evaluation team may provide a clarification document to bidders between the first and second rounds including additional details about the system requirements and what assumptions bidders should use in crafting their proposals. Second round bidders will resubmit their technical proposals (with changes from the original clearly marked) and cost proposals. These updated proposals will be evaluated, and the State will award the contract(s) accordingly.

Rhode Island will select a preferred bidder for task orders 1 – 8 and a preferred bidder for task order 9. In the event that the selected bidders are not part of a single comprehensive proposal for task orders 1 – 9, the state reserves the right to request that the winning bidder for task orders 1 – 8 subcontract with the preferred bidder for task order 9. Should the vendor decline the State's request, the State reserves the right to award any and all tasks to the next qualified bidder(s).

The State reserves the right to cancel the resulting contract(s) or any portions within it, at any time based on the State's best interests. Such conditions/situations may include, but are not limited to budgetary constraints, availability of in-house resources to perform the work, and/or dissatisfaction with the Contractor relationship or results. The State will accord such notice and opportunity to cure, if applicable, as it determines to be reasonable under the circumstances.

Bidders must include specific fixed price proposals for each task order that is bid, per the requirements in Sections 2 and 3 and according to the template in Appendix X. Bidders must provide a total fixed price for the entire proposal; vendors will be evaluated on and held accountable to the stated fixed price. However, notwithstanding the above, the State reserves the right to negotiate any payment structure that is in the State's best interest. The decision to use a fixed fee, time and materials, or any other type of payment agreement will be at the sole discretion of the State.

1.9 Project High-Level Schedule

While details of the project schedule have not yet been established, Rhode Island has established a roadmap, and defined prioritization principles that will dictate a project schedule. Key prioritization principles are as follows:

1. **Legislative Requirements for ACA and Medicaid:** The integrated business process vision is a multi-year IT enabled transformation that will be achieved in stages, rather than all at once. Key operational milestone dates defined in the ACA must be of first priority, such as implementation of base MAGI eligibility and Exchange functionality by October 1, 2013.
2. **Funding:** The funding for achieving an integrated business process vision will come from a variety of sources. As such, the implementation schedule must consider the availability and source of funding to build out the required functionality in all stages. Specifically, Establishment Grant funding is only available through 2014, and enhanced federal Medicaid 90/10 funding expires in 2015.
3. **Resource Capacity:** There may be constraints in the availability of either internal or external resources to accomplish project activities required to realize the integrated process

The project is therefore designed in two phases. Phase 1 includes implementation of the core integrated eligibility system with support for MAGI-based eligibility determination, and implementation of an operation Health Benefits Exchange (including determinations of eligibility for tax credits, enrollment in Medicaid plans and QHPs, etc.). Phase 2 comprises the incremental integration and migration of other human services programs, including non-MAGI Medicaid, from the legacy eligibility system to the new IES.

Based on these considerations, the high-level project timeline is as follows:



2 Procurement Rules

This section includes Rhode Island's rules for the procurement of the technology to support Rhode Island's Health Benefits Exchange (HIX) and integrated eligibility system (IES) to support Rhode Island in implementing key elements of the Affordable Care Act and modernize the technology systems supporting the state's Medicaid and other human services programs.

Vendors must register online at the State Purchasing Website at www.purchasing.ri.gov.

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Cover Form ("Bidder Certification") may result in disqualification. (The terms and conditions included in the Bidder Certification are incorporated into this RFP and the resulting award, along with all of the other terms and conditions mentioned in Section 2.22 below.)

A bid surety payable to the State of Rhode Island, in the amount of \$1,500,000 must be furnished by each offeror with their proposal and in accordance with State Procurement Regulation 5.7 and the State's General Conditions of Purchase. The proposal guaranty will be furnished by surety companies authorized/licensed to do business in the State of Rhode Island. The State reserves the right to retain the surety of all bidders until the successful bidder enters into the Contract or until such time as the award or cancellation of the Contract is announced at which point Sureties will be returned to all bidders by the State of Rhode Island. A performance bond of fifty (50) percent of the total contract price with a satisfactory surety company will be required of the successful offeror. All surety companies must be listed with The Department of Treasury, Fiscal services, Circular 570, (Latest Revision published by the Federal Register).

2.1 Procurement Authority

This RFP is issued under the authority of the General Laws of the State of Rhode Island (R.I.G.L. § 37-2-1 et seq.), the State Procurement Regulations, the Patient Protection and Affordable Care Act (Public Law 111-148) consolidating the amendments made by Title X of the Act and the Health Care and Education Reconciliation Act of 2010 (Public Law 111-152), and implementing regulations issued under the authority thereof. All prospective vendors are charged with presumptive knowledge of the requirements of the cited authorities. The submission of a valid executed proposal by any prospective vendor shall constitute declaration of such knowledge on the part of each prospective vendor. For further information regarding Rhode Island statutory authority, please see:

<http://www.rilin.state.ri.us/Statutes/TITLE37/37-2/INDEX.HTM>

Additionally, for further information regarding the Rhode Island Division of Purchases, including the latest State Procurement Regulations, please see:

<http://www.purchasing.ri.gov>

Any proposal submitted by any prospective Bidder that fails to meet any published requirement of the cited authorities may be rejected without further consideration.

2.2 Procurement Schedule

Bids will be evaluated in two rounds. Bids whose technical proposals receive a score of at least 56.25 points (amounting to 75 percent of the 75 possible technical points) will advance to the second round of review and the bidder will be considered a Finalist.

Based on reviewing the first round of proposals, the evaluation team may provide a clarification to all Finalists. Further, the evaluation team may require finalists to resubmit their technical proposals based on any clarifications provided (with changes from the original clearly marked) and updated cost proposals from the Finalists. Bidders accepted as a finalist may be required to meet with the RFP evaluation team to discuss the technical content of each proposal, including their assumptions, development approach, detailed design, and configurability. These updated proposals, if required, will be evaluated, and the State will award the contract(s) accordingly to a Finalist(s).

The State reserves the right to request a best and final offer from each Finalist.

The State reserves the right to cancel this solicitation at any time based on the State's best interests. Such conditions/situations may include, but are not limited to budgetary constraints, availability of in-house resources to perform the work, and/or dissatisfaction with the proposals.

The State reserves the right to negotiate any payment structure that is in the State's best interest. The decision to use a fixed fee, time and materials, or any other type of payment agreement will be at the sole discretion of the State.

The anticipated procurement schedule, subject to change at the discretion of the State, is shown in the following table.

Activity	Date
Bidders' Conference	April 27, 2012
Closing Date for Written Questions	April 30, 2012
Responses Posted to Bidders' Questions	May 7, 2012
Letter of Intent to Submit a Proposal Due	May 11, 2012
Round 1 Proposals Due and Opening	May 30, 2012
Oral Presentations	June 11 – 15, 2012
Clarifications Issued to Finalists (if necessary)	June 22, 2012
Round 2 Proposals Due from Finalists and Opening	July 9, 2012
Bidder Selection from Finalists	July 20, 2012
Notification of Intent to enter into contract negotiations	

The State reserves the right to:

- Modify any date or deadline appearing in this RFP;
- Issue clarification notices, addenda, alternative RFP instructions, forms, and/or other relevant documentation;
- Waive any RFP requirement or instruction for all Bidders if the State determines that the requirement or instruction was unnecessary, erroneous, or unreasonable;
- Extend the proposal submission deadline; and/or
- Adjust or correct any clerical or mathematical errors occurring in this RFP.

2.3 Procurement Contact Information

Questions concerning this solicitation must be received by the Division of Purchases at rfp.questions@purchasing.ri.gov no later than April 30, 2012. Questions should be submitted in a Microsoft Word attachment. Please reference the RFP number on all correspondence, especially in the subject field of the email.

2.4 Basic Qualification Criteria

To submit a proposal in response to this procurement, Bidders must meet the following minimum requirements:

- The Bidder must have successfully completed at least two health and human services projects involving the development or implementation of a health and human services IT system for a federal, state, or municipal government or equivalent experience.
- The Bidder must have successfully completed at least two large-scale IT projects based on SOA (service oriented architecture) principles and agile development methodologies.

Bidders submitting proposals for task order 9 must meet the following additional minimum requirements:

- The Bidder must have must have at least three years of proven experience in performing financial management functions (including premium payment processing) to support employer-based health insurance, either on behalf of carriers or third party administrators.

2.5 Information to be Included in Proposals

Bidders must include all information as required in Section 3 of this RFP. The State may reject proposals that do not meet mandatory requirements. The State, through the Division of Purchases, reserves the right to contact bidders individually with clarifying questions if necessary.

2.6 Subcontracting

The Bidder may propose use of subcontractors to perform the work resulting from this procurement. Subcontractors must be identified and information on subcontractors must be included with proposals as required in Section 3 of this RFP. Terms and conditions applying to subcontractors are clearly stated in Section 8 of this RFP.

The State must approve each subcontractor proposed as part of the bid, and the State reserves the right to require that a bidder contract with a particular subcontractor of the State's choosing.

2.7 Pre-Proposal Conference

A pre-proposal conference will be held with prospective Bidders on April 27, 2012. Please see the RFP cover page for details on the meeting location.

Bidders may call (401) 574-8100 for directions to the conference site.

Questions submitted prior to or during the pre-proposal conference will, to the extent possible, be discussed at the conference. The State will determine which questions and responses will become part of the state's official position. Bidders should understand that the only official answer or position of the state is the one stated in writing. Verbal responses given at the Bidders' conference are unofficial and are not binding unless later confirmed in writing and incorporated into an addendum to this RFP as stated in Section 2.9 of this RFP.

2.8 Letter of Intent to Submit a Proposal

Bidders are required to submit a Letter of Intent to submit a proposal. The Letter of Intent is due by May 11, 2012. Letters of Intent must be submitted in writing or via email to:

Mr. Daniel W. Majcher, Esq.
Assistant Director, Special Projects
Division of Purchases (2nd fl), Department of Administration One Capitol Hill
Providence, Rhode Island 02908
E-mail Address: rfp.questions@purchasing.ri.gov

Letters of Intent may be submitted at the pre-proposal conference or before.

Letters of Intent will not become public information until after the closing date and time for receipt of proposals. The submission of a Letter of Intent is not binding on the prospective Bidder to submit a proposal. However, in order to submit a proposal, a letter of intent must be submitted on or before May 11, 2012.

2.9 Submission of Written Questions

Questions concerning this solicitation must be received by the Division of Purchases at rfp.questions@purchasing.ri.gov no later than April 30, 2012. Questions should be submitted in a Microsoft Word attachment. Please reference the RFP number in the subject on all correspondence.

Bidders are strongly urged to submit questions as early as possible to allow the state sufficient time to answer questions.

The goal is to post the answers to written questions at www.purchasing.ri.gov by May 7, 2012.

The written record of the conference and all other questions and answers will become a part of the RFP and released as an addendum to the solicitation. The RFP addendum will be posted to the Internet at www.purchasing.ri.gov. It is the responsibility of all interested parties to download this information.

Information regarding the RFP will be posted for all prospective Bidders on the Division of Purchases website www.purchasing.ri.gov. It is the responsibility of all interested parties to scan the website on a frequent basis for pertinent information. Any information available prior to the pre-proposal conference will be provided at the conference.

2.10 Submission of Proposals

Proposals must conform to all proposal submission requirements as stated in Section 3 of this RFP. Failure to meet all requirements will place the Bidder at risk, and the State may reject the entire proposal. The State, through the Division of Purchases, reserves the right to contact Bidders individually with clarifying questions regarding a proposal if necessary. Any such contact will be memorialized in writing and made part of the file.

If the Bidder wishes to have certain sections of the proposal redacted once the award is finalized, the Bidder must submit one redacted proposal in accordance with Section 2.18 below.

2.11 Late Submissions, Modifications and Withdrawal of Proposals

Proposals will not be accepted or opened if received after the date and time listed in the table above.

A proposal submitted prior to the due date may be withdrawn by submitting a written request for withdrawal, signed by the bidder's authorized agent, via email to Daniel W. Majcher at the email shown in Section 2.8 of this RFP, and received two (2) business days prior to the submission deadline. Withdrawal requests after this time will be handled in accordance with Procurement Regulation 5.9.

In such cases where a withdrawal is granted at least two (2) days prior to submission, Bidders may submit an amended proposal before the final due date for receipt of proposals. Such amended proposals must be a complete replacement for any previously submitted proposal and must be clearly marked. The original (withdrawn) proposal may be returned unopened to the Bidder. The Division strongly discourages submission and withdrawal of a proposal.

2.12 Alternate Proposals

A Bidder may not submit more than one proposal. Alternate proposals will not be accepted. However, alternative approaches within a proposal are solicited as long as the alternative approach does not materially alter the requirements stated herein. A Bidder may be included in multiple proposals as a subcontractor.

2.13 Contacts with Bidders

Contact with individual Bidders may be made through the Division of Purchases, on behalf of the evaluation team for the purpose of clarification or to correct minor discrepancies. All such contact will be memorialized in writing and made part of the procurement file. Oral presentations or discussions with bidders may be requested by the evaluation team to explain or clarify significant elements of proposals.

2.14 State of Rhode Island Use of Proposal Ideas

The State shall have the right to use any or all ideas presented in any proposal received in response to this RFP, unless the Bidder presents a positive statement of objection in the proposal. In no event shall such objection be valid with respect to the use of such ideas that are not the proprietary information of the Bidder and so designated in the proposal, or that:

- Were known to the State of Rhode Island before submission of such proposal, or
- Properly became known to the State of Rhode Island after submission through other sources or through acceptance of the offer.

2.15 Award of Contract

The State will award a contract to the responsible Bidder[s] whose offer will be most advantageous to the State of Rhode Island, cost and other factors considered. The State reserves the right to award this contract to one vendor, multiple vendors or cancel this solicitation entirely at its own discretion.

The State may reject any or all offers or waive informalities and minor irregularities in offers and may act in the State's best interests as necessary. Proposals found to be technically or substantially non-responsive, at any point in the evaluation process, may be rejected and not considered further.

The State may award a contract on the basis of initial offers received, without discussions or oral presentations.

2.16 Contract Award Notification

The evaluation team will present written findings, including the results of all evaluations, to the State Purchasing Agent or her designee, who will make the final selection for this solicitation. When a final decision has been made, a notice will be posted on the Rhode Island Division of Purchases web site.

Prior to a final decision, the State may enter into contract negotiations with the tentatively selected vendor. If the selected bidder fails to execute the contract, at anytime the State may cancel the contract negotiations and select the second highest ranked responsible and responsive bidder, assuming one exists, for contract negotiations.

2.17 Protest of Contract Award

A protest may be made in accordance with State Procurement Regulation 1.6.

2.18 Cost of Preparing Proposals

Costs incurred by bidders during the preparation and subsequent submission of their proposals, and for other procurement-related activities (e.g., travel for bidder presentations) will be the sole responsibility of the Bidders or potential Bidders. . The State will not reimburse Bidders or potential Bidders for any such costs regardless if whether an award is made. No material, labor, or facilities will be furnished by the State.

2.19 Disposition of Proposals

All submitted proposals shall become a matter of public record. Any confidential or proprietary information must be handled in accordance with Section 2.20.

2.20 Access to Public Records Act

Due regard will be given by the State for the protection of proprietary information contained in all proposals received. However, Bidders should be aware that all materials associated with the selection are subject to R.I.G.L. 38-2-1 et seq. It will not be sufficient for Bidders to merely state generally that the proposal is proprietary in nature and not, therefore, subject to release to third parties. Each and every subsection contained within the proposal which a bidder believes to be proprietary and/or confidential in nature must be specifically identified as such.

Additionally, all bidders who desire to have their proposal redacted, must submit one (1) redacted copy of their proposal clearly marked as "Redacted" and which will be made public in its entirety upon award. The redacted copy must also include an, explanation and rationale sufficient to exempt from release the specified material as contained in each subsection. The rationale and explanation for each redaction should cite to a specific exemption included in R.I.G.L. 38-2-2. The , the final administrative authority to determine the release or exemption of any or all material so identified rests with the State of Rhode Island, with prior notice of the release sent to the bidder.

2.21 Background Checks

The selected Bidder and any subcontractor shall be required to certify to the State it has obtained national criminal history background checks resulting in a satisfactory conclusion at the selected Bidder's and subcontractor's expense within ninety (90) days prior to the commencement of the contract for all respective personnel that have access to State information technology systems. Further, the vendor and subcontractor(s) shall provide adequate backup documentation to the State, upon request, to demonstrate support for the certification.

All site personnel shall be subject to such security clearance as the State may require.

2.22 Contract Provisions

The contract between the selected Bidder and the State will include all the provisions contained in the signed Bidder Certification, the proposed terms and conditions contained in Section 8 of this RFP (subject to modification by the State), including the State's General

Conditions of Purchases and the Information Technology (IT) Supplemental Terms and Conditions, as well as applicable appendices.

The selected bidder shall also be expected to comply and/or sign the documents attached hereto and made a part hereof as Appendices A through H.

By its proposal and signature on the Bidder Certification, the bidder certifies to the State that the bidder has full authority to enter into a contract with the State and perform its obligations in accordance to the terms contained herein.

2.23 Minority Business Enterprise and Equal Employment Opportunity

2.23.1 Minority Business Enterprise (R.I.G.L 37.14.1)

Rhode Island seeks bids in accordance with Minority Business Enterprise (“MBE”) (R.I.G.L 37.14.1) where applicable. Bidders should be aware of the State’s MBE requirements, which address the State’s goal of ten percent (10%) participation by MBEs in all State procurements. The Bidder[s] selected will be required to submit an MBE plan to the MBE Office. For further information, please consult the website www.mbe.ri.gov.

2.23.2 Equal Employment Opportunity (R.I.G.L 28-5.1)

Section 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 in all areas where the State dollar is spent, in employment, public service, grants and financial assistance, and in State licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at (401) 222-3090.

Both requirements must be addressed in the response.

3 Proposal Submission Requirements

This section includes instructions for submission of Technical and Cost proposals. All proposals that are not presented and submitted in accordance with the requirements below may be rejected.

3.1 General Instructions

3.1.1 Bidder Registration and General Compliance Requirements

Vendors wishing to bid on this RFP must be registered with the Rhode Island Department of Administration, Division of Purchases (“Division”), Rhode Island Bidder Information program (RIVIP). Registration can be accomplished online at <http://www.purchasing.ri.gov>.

Vendors wishing to bid on this RFP must complete and include a signed W-9 Request for Taxpayer Identification Number and Certification in the Technical Proposal with their Proposal. A downloadable W-9 can be accessed at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>.

Vendors must submit a Letter of Intent to submit a proposal as described in Section 2.8 of this RFP.

Bidders must comply with the following:

- All applicable terms defined in R.I.G.L. 37-2, which can be accessed at: <http://www.rilin.state.ri.us/Statutes/TITLE37/37-2/INDEX.HTM>
- Applicable Division of Purchases Rules, Regulations & General Conditions of Purchases as detailed at: <http://www.purchasing.ri.gov>
- Terms detailed the General Terms and Conditions for State Contracts at <http://www.purchasing.ri.gov/rivip/publicdocuments/gencond.pdf> and in Appendix A to this RFP
- The terms and conditions stated in the RIVIP Bidder Certification Cover Form
- The terms and conditions stated in this RFP

3.1.2 Vendor Proposals

Vendors’ proposals must include the components detailed in Sections 3.2 through 3.3 of this RFP.

Vendors must submit a complete bid that addresses all requirements in Sections 4: Statement of Work, Section 5: Functional Requirements, and Section 6: Technical Requirements of this RFP. Vendors should clearly indicate to which task orders their response applies; any bids submitted that are deemed to be incomplete may be rejected by the State.

Bidders must submit proposals in two separate parts: 1) a Technical Proposal and 2) a Cost Proposal. The cover page of each proposal document must be labeled as either the Technical Proposal or the Cost Proposal and include the name and address of the Bidder,

the date of submission, the title “Proposal for the Rhode Island Unified Health Infrastructure Project,” and the signature and title of the appropriate officer authorizing the proposal. The Technical Proposal and the Cost Proposal must be organized in the exact order listed in Sections 3.2 and 3.3 of this RFP. Finally, the cost proposal must be sealed in a separate envelope and marked “Cost Proposal” as described below.

All bids in their entirety must be sealed and must be addressed to:

Rhode Island Division of Purchases
Department of Administration
One Capitol Hill, 2nd Fl.
Providence, Rhode Island 02908

Proposals must be submitted in a single box or envelope (or boxes/envelopes labeled 1 of 3, 2 of 3, 3 of 3, etc.) clearly marked “SEALED BID” and show the title, “Proposal for RFP #XXX” and include the proposal due date and the name of the vendor.

The following proposal delivery methods are acceptable:

- U.S. Mail: Vendors are cautioned that it is their responsibility to mail proposals in sufficient time to ensure receipt by the State prior to the proposal due date and time.
- Express Delivery: If bids are being sent via an express delivery service, vendors are responsible for clearly designating the proposal delivery contact and address, including telephone number, on the outside of the delivery envelope or box.
- Hand Delivery: Hand-carried bids shall be delivered to the address above prior to the proposal due date and time.

The official time is kept by the Division and any late bids will not be accepted. The State will not accept vendor proposals submitted by electronic e-mail or fax.

Technical Proposals and Cost Proposals must be sealed in separate envelopes or boxes within the “Sealed Bid.” Each Proposal shall be clearly marked “Technical Proposal” or “Cost Proposal” and include the title, proposal due date, and name of the Bidder.

Bidders may include material not specifically requested by the State that provides relevant information to support their response. Since additional materials submitted will not be scored and will have no bearing on final selection, vendors should consider limiting the amount of extra material they submit with their responses. There is no guarantee that evaluators will review such materials.

Each proposal response section should provide a cross-reference to the pertinent section in the RFP. When material is pertinent to multiple requirements, multiple cross-references are allowed. The Bidder’s goal should be to comprehensively address every aspect of the requirements of the RFP for the section[s] in which they are submitting a proposal.

3.2 Technical Proposal Requirements

This section includes requirements for submission of Technical Proposals in response to this RFP. Bidders must submit one (1) original, six (6) hard copies, and one (1) redacted copy (if necessary) of the Technical Proposal, and two (2) full electronic copies on CD-ROM or thumb drive. Electronic documents should be in Microsoft Office (Word, Excel, and PowerPoint) format or Adobe Acrobat Portable Document Format (PDF). One hard copy of

the Technical Proposal must contain original signatures and be clearly marked as the "Original Technical Proposal."

Keeping in mind that once an award is made, the proposals may be subject to public disclosure, all bidders who desire to have their proposal redacted, must submit one (1) redacted copy of their proposal clearly marked as "Redacted" and which will be made public in its entirety upon award. The redacted copy must also include an explanation and rationale sufficient to exempt from release the specified material as contained in each subsection. The rationale and explanation for each redaction should cite to a specific exemption included in R.I.G.L. 38-2-2. The final administrative authority to determine the release or exemption of any or all material so identified rests with the State of Rhode Island, with prior notice of the release to be sent to the bidder if there is a difference of opinion.

Vendors must submit Technical Proposals in the order specified and number the sections of their response using the following section numbers:

1. RIVIP Bidder Certification Cover Form
2. Transmittal Letter
3. Mandatory Technical Proposal Requirements Checklist
4. Notices and Certifications
5. Executive Summary
6. Bidder Identification Information including Subcontractor Identification
7. Bidder Financial Information (May be placed in a separately sealed envelope and marked as "Confidential Financial Information" if necessary. There should be a cover sheet which notes that this information was placed in separately sealed envelope.)
8. Bidder Qualifications and Experience
9. Bidder Qualifications and Experience (Child Support Enforcement)
10. Approach to Completing the Statement of Work
11. Approach to Project Staffing
12. Approach to Meeting Functional and Technical Requirements

Proposals should be printed on 8½ x 11 inch paper (letter size) and double sided. Proposals should be single-spaced and the text font must be no smaller than 12 points. Tables and figures may be in smaller font but must be legible. Proposals shall be limited to 250 pages, not including attachments or resumes.

3.2.1 RIVIP Bidder Certification Cover Form (Section 1)

A signed copy of the RIVIP Bidder Certification Cover Form must be submitted with the Technical Proposal. Bidders may download the form at <http://www.purchasing.ri.gov/rivip/Standard.asp>.

3.2.2 Transmittal Letter (Section 2)

Vendors must submit a Transmittal Letter written on the vendor's official business stationary and signed by an official authorized to legally bind the vendor to a contract. The Transmittal Letter must include the following statements:

- An unequivocal statement which acknowledges and agrees to all of the rights of the State of Rhode Island, including the procurement rules and procedures, terms and conditions, and all other rights and terms specified in this RFP.
- ~~Obj:Obj:~~A statement of the Bidder's willingness to enter into an agreement with the State, which includes a reference to the terms and conditions presented in Section 8 of this RFP.
- An affirmative statement agreeing to the payment and retainage terms forthcoming as an addendum to this RFP.
- The Bidder's Federal Tax Identification Number.
- Confirmation that the Bidder is licensed to do business in the State of Rhode Island.
- A statement that the person signing this proposal is authorized to make decisions as to the proposed work.
- The name and telephone number of the vendor's representative who may be contacted for all contractual matters.
- A statement or a disclosure regarding whether the vendor is in possession or otherwise aware of any information or data related to this RFP that is not in the public domain and would potentially give the vendor an unfair advantage in the bidding process. If a vendor suspects they are in possession of any such information or data, they must disclose it to the Division. Failure to disclose may result in procurement sanctions in accordance with the State Procurement Regulations.
- A statement that the proposal was developed without collusion with other eligible vendors.
- A statement that the vendor does not and will not have any interest that will conflict, in any manner or degree with the performance of services required under this RFP.
- The vendor's assurance that the proposal will remain in full force and effect for at least 180 days from the proposal due date, which will be specified in the Transmittal Letter.
- A statement confirming that no cost information is included in the Technical Proposal.
- A statement from the vendor verifying that the applicable software applications for this project meet the State's Division of Information Technology's "Acceptable Use Policy" as documented in the Procurement Library.
- If the use of subcontractor(s) is proposed, a statement from the vendor that it will use the proposed subcontractors services; and each subcontractor shall be appended to the Transmittal Letter and signed by an individual authorized to legally bind the subcontractor stating:
 - The scope and percentage of work to be performed by the subcontractor (measured as a percentage of the total agreement price paid directly to the subcontractor);
 - The subcontractor's willingness to perform the work indicated; and

- The subcontractor’s intent to sign a formal agreement with the vendor if the vendor is awarded the Contract; and
- A statement that neither the vendor nor any proposed subcontractor has been found in default of previous contracts in the State of Rhode Island.

3.2.3 Mandatory Technical Proposal Submission Requirements Checklist (Section 3)

Vendors must complete and submit a Mandatory Technical Proposal Submission Requirements Checklist. All copies must be signed, and the copy with the original signature must be included in the “Original Technical Proposal.”

The template for the Mandatory Technical Proposal Submission Requirements Checklist is included in Appendix J.1 to this RFP.

3.2.4 Notices and Certifications (Section 4)

Vendors must complete and include a signed copy of the following forms:

- The Independent Contractor Certification, as required by R.I.G.L 28-29- 17.1 (Section 4.1). A downloadable version can be accessed at http://www.dlt.ri.gov/wc/pdfs/forms/employer/DWC_11_IC_Mar06.pdf;
- Drug Free Work Place Policy Contractor Certificate of Compliance and Subcontractor Compliance (If applicable) (Section 4.2), which may be found in Appendix D to this RFP;
- Certification Regarding Environmental Tobacco Smoke (Section 4.3), which may be found in Appendix F to this RFP;
- The offeror’s status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Administration, and/or a subcontracting plan which addresses the State’s goal of ten percent (10%) participation requirement by MBE’s in all State procurements. Questions concerning this requirement should be addressed to Charles Newton, MBE Officer, at (401) 574-8253.
- Certification Regarding Debarment, Suspension, and Other Responsibility Matters – Primary Covered Transactions (Section 4.4), which may be found in Appendix G to this RFP; and
- A signed W-9 Request for Taxpayer Identification Number and Certification in the Technical Proposal (Section 4.5). A downloadable W-9 can be accessed at <http://www.purchasing.ri.gov/rivip/publicdocuments/fw9.pdf>, and a copy is provided in Appendix H to this RFP.

3.2.5 Executive Summary (Section 5)

Vendor’s Technical Proposals must include an Executive Summary of not more than ten (10) pages. The Executive Summary should summarize and highlight relevant contents of the Proposal to provide the State administrators and the Evaluation Committee with a broad understanding of the vendor’s Technical Proposal.

Vendors should summarize how their proposal meets the requirements of this RFP and why the vendor is best qualified to perform the work required.

The proposal shall include a summary of the following:

- The vendor’s understanding of the project, project management approach, and commitment to successfully performing all project activities;
- An overview of the vendor’s proposed approach to:
 - Implementation and integration of the UHIP system
 - Design, testing, and implementation of enhancements; and
 - Ongoing operations and maintenance of the HIX/IES and related systems;
- Project challenges and risks, and suggested mitigation strategies; and
- An overview of the vendor’s corporate resources, including relevant previous experience, staff, computer facilities, financial stability, and corporate commitment to this contract.

3.2.6 Vendor Identification Information including Subcontractor Identification (Section 6)

Vendors will present, in no more than five (5) pages, the following identification information in this section:

- The organization’s full company or corporate name;
- The address of the organization’s headquarters office;
- How the entity is organized (proprietorship, partnership, corporation);
- An organization chart of the entity clearly depicting the vendor’s reporting relationship;
- A disclosure of the entity’s principals.
- The names and addresses of any parent organization, any partially or wholly owned subsidiaries, and any other related organizations;
- The state in which the vendor is incorporated;
- The address of the vendor’s office location responsible for performance under the resulting contract if awarded the Contract; and
- The vendor’s Federal Tax Identification Number.

If the vendor intends to subcontract any part of the scope of work to be performed under this Contract, the vendor must indicate the following for each subcontractor:

- The subcontractor’s name, address, and telephone number;
- An identification of the subcontractor’s principals;
- The subcontractor’s intent to sign a formal agreement with the vendor if the vendor is awarded the Contract.

All subcontract agreements should be fully executed before the Contract with the selected Contractor is approved by the State.

3.2.7 Bidder Financial Information (Section 7)

The vendor must demonstrate that its organization is in sound financial condition or that appropriate corrective measures are being taken to address and resolve any identified financial problems. The vendor shall provide financial information in such a manner that the State can reasonably formulate a determination about the stability and financial strength of the organization. This must include but not be limited to company size, organization, date of incorporation, ownership, number of employees, and revenues for the previous three (3) fiscal years. The vendor must disclose any and all judgments, pending or expected litigation, or other real potential financial reversals that might materially affect the viability or stability of the vendor's organization; or certify that no such condition is known to exist.

A current Dunn and Bradstreet Report that includes a financial analysis of the organization would fulfill this requirement. A vendor can use an Annual Report as verification of financial status, provided it contains at a minimum a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm. The State reserves the right to contact the accounting firm if questions arise. As an alternative, for those vendors unable to provide audited financial statements or a Dun and Bradstreet Report, the vendor shall provide tax returns and financial statements including income statements and balance sheets for the most recent three (3) years, and any available credit reports.

In the event a vendor is either substantially or wholly owned by another corporate entity, the vendor must also include the same information for the parent organization and a statement that the parent will unconditionally guarantee performance by the vendor in each and every term, covenant, and condition of such contract as may be executed by the parties.

Any proposed subcontractor whose percentage of work to be performed (measured as percentage of total contract price) equals or exceeds 20 percent must submit the required information as well.

The financial information may be placed in a separately sealed envelope and marked as "Confidential Financial Information" if necessary. There should be a cover sheet included in the technical proposal which notes that this information was placed in separately sealed envelope.

Additional financial information may be requested during the evaluation process.

3.2.8 Vendor Qualifications and Experience (Section 8)

Vendors must provide a detailed summary of contractor and subcontractor experience for its proposed project organization. Vendors must demonstrate an understanding of the scope of services required to implement the HIX/IES.

Minimum vendor qualifications are listed in Section 2.4 of this RFP. The vendor must clearly state that these qualifications are met, and provide detailed examples where appropriate.

Bidders should detail any past experience in implementing information technology systems on behalf of state governments for the human services programs referenced in Task Orders 4 and 6 (sections 4.2.4 and 4.2.6).

The State reserves the right to conduct checks of vendor references, by telephone or other means, and evaluate the vendor based on these references. It is the Bidder's responsibility to ensure that every reference contact is available during the evaluation period.

The vendor's proposal must include a minimum of three (3) corporate references from three (3) separate and distinct projects that detail the proposers' experience in completing the tasks described in this RFP and that meet the minimum qualifications stated in Section 2.4 of this RFP. At least two (2) references for any subcontractors should also be included.

If the vendor is proposing subcontracting relationships or to partner with other vendors in response to this RFP, the proposal should include a description of any prior engagements partnering or teaming with the proposed subcontractors or other vendors.

The vendor should be aware that any persons named in the proposal (prime or subcontractor personnel) who is or was an employee of the State of Rhode Island in the past 12 months may be subject to Rhode Island Code of Ethics, R.I. Gen. laws § 36-14-1 *et seq.*

If, at any time during the past three (3) years, the vendor or any proposed subcontractor has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason, the vendor must fully describe each termination and include the name, address, and telephone number of the contracting party and describe the circumstances surrounding the termination. If no such early terminations have occurred in the past three (3) years, the vendor should include a statement to that effect.

3.2.9 Bidder Qualifications and Expertise (Child Support Enforcement) (Section 9)

The vendor must provide information regarding any experience or expertise that its organization or any of its proposed subcontractors have in developing or migrating information systems for child support enforcement programs. This information should be provided in no more than 5 pages, and could include information such as:

- Experience in designing, developing and implementing MIS solutions for child support enforcement programs,
- Any experience in migrating or integrating a child support enforcement MIS to other eligibility systems, and
- Expertise in the vendor or subcontractor staffs in assisting states in developing new business process models and strategies for child support enforcement MIS modernization.

Please note: Section 9 of a response will **not** be used as evaluation or selection criteria for respondents to this request for proposals. A vendor with little to no child support enforcement will not be disadvantaged in this evaluation or selection. The purpose of this section is to assist the state in evaluating options for a future procurement process for child support MIS modernization.

A vendor is choosing to respond *only* to Task Order 9 as described in Section 4.2.9, need not provide this information.

3.2.10 Approach to Completing the Statement of Work (Section 10)

Aside from this RFP, the State has or intends to enter into two separate contracts with project management contractors to assist the State in managing the activities of this RFP: one contract between a project management vendor and the Exchange and a second contract between a project management vendor and EOHHS. DHS may also contract with a project management vendor. The State also plans to enter into a separate contract with an Independent Validation and Verification (IV&V) contractor. The selected vendor(s) is expected to cooperate fully with State staff and their contractors representing the State, including for PMO and IV&V services, throughout all project activities.

Vendor's proposals must address how they will successfully complete the work for all activities listed in Section 4 of this RFP. Vendor's proposals must include a proposed schedule for completion of the task orders and milestones contained in the scope of work.

Vendors are asked to respond to the requirements of each milestone as defined in Section 4.3 of this RFP. If the vendor has a different deliverable approach and methodology that meets or exceeds the objectives of the deliverables specified in this RFP, the vendor must identify and describe its suggested deliverables and explain how they meet or exceed the objectives of the deliverables specified in this RFP.

Vendors' proposals must describe specific opportunities to reuse functional components, operational capacities, and business rules from other states or the federal government (including Early Innovator states and members of the NESCIES collaborative) and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states.

3.2.11 Approach to Project Staffing (Section 11)

Bidders will be required to provide qualified staff to perform all activities described in Section 4, Scope of Work, and meet all Functional and Technical Requirements contained in Sections 5 and 6 and Appendices M and N of this RFP. Proposals should include the following:

- The number and types of staff required to complete the scope of work.
- The planned physical location of staff, including any requirements for office space collocated with state staff.
- Transition of personnel from implementation to maintenance and operations.
- A proposed staffing plan showing personnel categories and staffing equivalents for major categories of staff assigned to each activity. The staffing plan should show key and non-key personnel staffing by category or person by month for the duration of the project.
- A backup plan for replacement or supplementing staff if required

Proposals must identify and describe roles and responsibilities of any key personnel proposed by the Bidder, including at least the following specific roles:

- Contract Manager
- Project Director
- Technical Lead/Architect
- Implementation Manager
- Quality/Testing Manager
- Usability Manager
- Security Manager
- Operations & Maintenance Manager
- Training Manager

Bidders may propose multiple roles for a key person, but overlapping responsibilities and transition between roles must be explained. Responses that do not identify the persons proposed for the positions by name will be rejected as non-responsive.

This section must include resumes and short narrative descriptions summarizing relevant experience of all proposed key personnel. Resumes should include relevant project experience, description of the person’s role on the project, dates of participation, and three personal references with names, addresses, telephone numbers and e-mail addresses.

In addition to the narrative description of these roles in Section 11 of the response, bidders must complete the template in Appendix K detailing the anticipated level of effort for each role in the project. Appendix K should include all roles anticipated to participate in the project, not only those identified as key personnel in Section 11 of the response. Proposals that do not include an electronic version of the completed spreadsheet attached as Appendix K may be considered non-responsive.

3.2.12 Approach to Meeting Functional and Technical Requirements (Section 12)

Bidders must acknowledge the capability and willingness to implement the required functional and technical requirements as defined in Sections 5 and 6 and Appendices M and N of this RFP.

Bidders’ Proposals must include the following sections:

1. Approach to Meeting Functional Requirements
2. Approach to Meeting Technical Requirements

3.2.12.1 Approach to Meeting Functional Requirements

Bidders’ Proposals must include a narrative description, limited to ten (10) pages, of the approach for meeting functional requirements as described in Section 5 of this RFP. In addition, proposals must include completed requirements table checklists from Appendix M indicating the extent to which the proposed solution fulfills each of the listed functional requirements. Proposals that do not include an electronic version of the completed spreadsheet attached as Appendix M may be considered non-responsive.

3.2.12.2 Approach to Meeting Technical Requirements

Bidders' Proposals must include a narrative description, limited to ten (10) pages, of the approach for meeting technical requirements as described in Section 6 of this RFP. In addition, proposals must include completed requirements table checklists from Appendix N, indicating the extent to which the proposed solution fulfills each of the listed functional requirements. Proposals that do not include an electronic version of the completed spreadsheet attached as Appendix N may be considered non-responsive.

3.3 Cost Proposal Requirements

Vendors must submit seven (7) hard copies of the Cost Proposal with original signatures. Bidders must also submit two (2) electronic copies of the Cost Proposal on a CD-ROM or a thumb drive in Microsoft Office or Adobe Acrobat format.

The Cost Proposal shall be clearly labeled as "Cost Proposal" and included as a separate sealed document from the Technical Proposal within the box or envelope containing the vendor's proposal.

Cost proposals should be printed on 8½ X 11 inch paper (letter size) double-sided. Cost proposals must be single-spaced, and the text font must be no smaller than 12 points. Tables and figures may be in smaller font, but must be legible.

Templates for Pricing Schedules are included in Appendix X to this RFP. For each schedule, where a signature block is indicated, an appropriate corporate official must sign and date the schedule. Instructions for completing each schedule are included in the following sections. If any variations exist between the summary schedules and the other schedules and no clarification appears, the schedules with the lower cost will prevail. It is the vendor's responsibility to identify any missing cost items that are not identified in the RFP, and missing items will be the responsibility of the vendor; no additional items/costs will be added on after selection of the vendor.

Bidders must include specific fixed price proposals for each task order that is bid, according to the template in Appendix X. Proposals that do not include an electronic version of the completed spreadsheet attached as Appendix X may be considered non-responsive.

For task orders 7 and 8, bidders are instructed to propose both an estimated number of hours and an hourly rate to arrive at a total price for each task order. The State reserves the right to specify a number of hours to be used in Finalists' bids as part of the second round cost proposals.

3.3.1 Executive Summary (Section 1)

Vendors' Cost Proposals must include an Executive Summary. The Executive Summary should summarize and highlight relevant contents of the Cost Proposal to provide State administrators and the Evaluation Committee with a broad understanding of the Vendor's Cost Proposal. The Executive Summary should include a statement certifying that all pricing information presented as part of the proposal is in U.S. dollars and that all required cost information is enclosed.

3.3.2 Mandatory Cost Proposal Requirements Checklist (Section 2)

Vendors must complete and submit a Mandatory Cost Proposal Submission Requirements Checklist. All copies must contain original signatures. The template for the Mandatory Cost Proposal Submission Requirements Checklist is included in Appendix J.2 to this RFP.

4 Scope of Work

Through this RFP, Rhode Island is seeking innovative, flexible, and interoperable solutions for the design, development, and implementation of the HIX/IES. Solutions must be flexible enough to adapt to changing policies and business rules, interoperate with external systems, take advantage of modern technologies, utilize best practices, and provide a first-class user experience.

The project must follow agile software development principles and practices, including early and continuous delivery of error-free, fully tested software, regular collaboration between business subject matter experts and developers, and iterative functionality reviews to assure the State's business needs are met. However, the development process must also conform to federal requirements under the Exchange Life Cycle (ELC), support the State through the CMS Gate Review process, and meet all of the project milestones described in section 4.3, below.

The vendor must propose a solution that meets all mandatory Rhode Island UHIP requirements and is consistent with the standards and requirements outlined in this RFP. The vendor's proposed solution must include the development, testing/verification, training, certification, and production environments to be used to develop, maintain, and operate the integrated solution.

The solution must be a web-based solution hosted at a secure location in the United States. This RFP also seeks to procure hosting services for the solution's development, testing/verification, training, certification, and production environments. The hosting vendor is required to host, maintain and operate the UHIP technology solution in production from contract signing date for a period of five years, with the potential for three additional one-year contract extensions. The selected vendor will be responsible to provide, install and maintain the hardware, software, network components and other infrastructure elements for the integrated UHIP solution. As specified in Section 6 and Appendix N of this RFP, the State will provide certain software, hardware, and infrastructure components to be utilized in the implementation and the ongoing operations. The vendor will be expected to integrate vendor-supplied assets with those of the State.

The new Exchange and integrated eligibility system (IES) will be implemented in two phases: core Exchange functions and MAGI-based eligibility determination (Phase 1), which must be completed by October 1, 2013, and eligibility for non-MAGI-based Medicaid/CHIP and other human services programs, including the Supplemental Nutrition Assistance Program (SNAP), TANF, General Public Assistance, Child Care, and State Supplemental Payments for Supplemental Security Income (SSI) (Phase 2), which must be completed by December 31, 2015, to take advantage of enhanced federal funding.

The solution must incorporate an online portal for individuals and families to determine eligibility for health insurance coverage, financial assistance, and other programs. For Phase 1, the application must support eligibility determination and enrollment for MAGI-based programs, including Medicaid/CHIP and premium tax credits through the Exchange, as well as employer/employee eligibility and enrollment through the SHOP Exchange.

In Phase 2, the online portal function will determine eligibility for non-MAGI-based Medicaid programs and perform screening and eligibility for other human services programs. The solution also requires considerable interim integration with the existing eligibility system, InRhodes. The work will require substantial modifications to accommodate temporary parallel operations of the legacy eligibility system and the IES, including the migration of data to the new IES system for Phases 1 and 2. Under direction of the State, the present legacy eligibility system vendor will implement the changes to InRhodes, with both the incoming Contractor and the current vendor responsible to collaborate on the temporary interfaces between the two systems.

The State requires the vendor to co-locate within with the State during the implementation of the HIX/IES, by obtaining space in the Providence, RI, metropolitan area, for at least 25 State and State-associated personnel, with conference rooms with sufficient capacity to host meetings with both vendor and State personnel attendees. Please identify costs for co-location as a distinct line item within the Cost Proposal.

The vendor is expected to propose a solution that reuses components and capabilities from other states and the federal government, and to build a solution that is itself reusable at least in part by other Exchanges. Vendors' proposals must include specific opportunities to reuse functional components, operational capacities, or business rules from other Early Innovator states (including members of the NESCIES collaborative) and must recommend strategies to reduce build and operational costs by sharing components and capabilities with other states.

The vendor will be required to assist in the creation and testing of business rules to support eligibility determination and other HIX functions. These business rules must be shareable with other states or the federal government, and should be made available through CMS's Collaborative Application Lifecycle Tool (CALT).

The intent of this procurement is to accommodate critical aspects of the UHIP system implementation through nine task orders. Vendors are required to submit prices for the task orders as detailed in Section 3.

Rhode Island intends to award a single contract to a vendor or a team of vendors. Preference will be given to proposals with a single prime vendor and additional vendors subcontracted to the prime. Rhode Island reserves the right to contract for all nine task orders or a subset of these task orders at the State's sole discretion.

4.1 Project Management Approach

This section sets forth the project management approach that the Contractor must follow in implementing the systems implementation and integration activities in task orders 1-9.

4.1.1 Management and Reporting

Management activities include, but are not limited to: project planning, resource management, quality assurance, risk management, project management of activities involving user impact, such as pilots and migrations, status and problem reports including descriptions of completed tasks and system components, and administrative support.

The Contractor shall create, maintain and provide all appropriate project plans, project time and cost estimates, technical specifications, management documentation and management reporting in a form/format that is acceptable to Rhode Island, and made readily available to appropriate Rhode Island staff. The project work plan shall be revised as needed throughout the period of performance. The Contractor shall provide all architectural, design and performance documentation.

The Contractor's Project Manager, or a designated representative, and lead staff as needed shall attend (in person) regularly scheduled contract review meetings for the purpose of status updates, progress reports, and problem resolutions. Meetings shall be held at a location of Rhode Island's choosing in Providence or Cranston, Rhode Island. With Rhode Island's prior approval, attendance at these meetings can be via phone or teleconference.

The Contractor shall provide a Dashboard Status and Monthly Budget and Expenditure Tracking Reporting template; the Contractor shall make amendments to the template to reflect additional information regarding project status and/or budget per the request of the Rhode Island project team.

The Contractor shall provide the Rhode Island project team with a written response within two (2) business days to any proposed changes initiated by Rhode Island. Responses from the Contractor shall contain the following:

- Project Timeline Assessment
- Risk Assessment
- Cost estimate representing any additional funding required from the Project Team

The Contractor shall provide monthly status reports to ensure that the expenditure of resources is consistent with and will lead toward successful completion of all tasks within projected cost and schedule limitations. Monthly status reports shall detail progress made during the prior month, progress expected during the next month, resources expended, any significant problems or issues encountered, recommended actions to resolve identified problems, and any variances from the proposed schedule and discussed during a monthly briefing. In coordination with the state and pending the content approval of the project team, the monthly status reports may take the form of a Budget and Expenditure spreadsheet and a PowerPoint presentation deck with sufficient details to document and expedite the identification and resolution of issues.

The Contractor shall provide and maintain a shared document repository (using Microsoft Sharepoint or an equivalent system) to facilitate collaboration of project artifacts. The shared repository must be accessible to members of the project team from the State or their designated contractors, and must be accessible from both Windows and MacOS.

4.1.2 Exchange Life Cycle (ELC) Management

The Contractor shall follow the CMS ELC, including the ordering of phases, stage gates, and other reviews. The Contractor shall supply all appropriate documentation to support the stage gate reviews and shall be supplied by the Contractor to the State at least ten business days prior to the deadline for the State to submit materials to CMS/CCIIO in advance of the scheduled review.

Within the requirements of the CMS ELC, we encourage an iterative, agile development process. The Contractor shall plan for multiple reviews of each solution element and contract deliverable, as appropriate, to support the life-cycle activities for each agile sprint increment of work in accordance with the CMS process.

Rhode Island has already been approved by CMS through the Gate Review process for Project Startup Review, Architecture Review, and Project Baseline Review. The Contractor will create or update artifacts and deliverables required by CMS in support of ELC development for future Gate Reviews and consultations. Templates for these artifacts and more information about the ELC requirements can be found on CALT.

4.1.3 Change Management

The Contractor shall create a Change Management Plan that describes the processes for review, impact assessment, and approval of proposed changes, and how they will be integrated into the project plan.

The Contractor shall be proactive in notifying Rhode Island of any developing situation that may impact operations, system interoperability, scheduled deadlines, or any other contractual issue. In the case of a known impending problem, the Contractor shall notify the State within 48 hours, and be forthcoming to address the risks and to identify mitigation strategies. The Contractor shall identify, document, track, and correct issues that impart risk on cost, timelines, and service delivery. In addition, the Contractor shall recognize recurring problems and inefficiencies, address procedural issues, and contain, mitigate, or reduce the impact of problems that occur. The Contractor shall provide assistance to Rhode Island in explanation of reports on problem resolution and root cause analysis of problems.

The Contractor shall hold regular weekly meetings to review pending and past changes, problems and actions taken within the prior week, or actions that will occur within the next four (4) weeks. Two (2) days prior to the weekly meeting, the Contractor shall, unless otherwise notified by the project team, provide the project team with status reports.

The Contractor's Project Manager and technical experts shall identify and present any improvements, enhancements and/or changes being made to the appropriate change management and advisory boards, and shall receive approval from the authorized or appropriate entity before implementation.

4.1.4 Quality Control

The Contractor shall provide and maintain a Quality Control Plan that defines the Contractor's approach, processes, and procedures for ensuring the quality and reliability of its products and services.

The Contractor shall develop and deliver a Quality Assurance Surveillance Plan (QASP) within 45 days of contract award. The QASP shall provide a systematic and structured process for the Government to evaluate the services the Contractor will provide, including, but not limited to, processes, methods, metrics, customer satisfaction surveys, service level agreements, and operational level agreements. The results of the applying the QASP will document the Contractor's performance on this effort.

The Contractor shall present interim in-process reviews and shall support technical quality audits by Rhode Island.

The Contractor shall provide all testing and quality control processes necessary to ensure its products and services meet the requirements of the Enterprise System Development (ESD) Indefinite Delivery Indefinite Quantity (IDIQ) and this task order.

4.1.5 Risk Management

The Contractor shall develop and maintain a Risk Management Plan (RMP). The plan should, at a minimum, identify all risks, categories, impact, priority, mitigation response strategies, and status and include a risk assessment matrix. The Contractor shall provide the draft Risk Management Plan to the project team thirty (30) days after award for Rhode Island to review. The Contractor shall incorporate any Government comments and provide the final Risk Management Plan to the project team within five (5) working days. The document is a living document, and therefore, the Contractor shall update the plan, as necessary, and at least monthly or at the request of the State.

The Contractor shall also be responsible for creating and maintaining a Risk Register for the purposes of reporting to CMS.

4.1.6 License and Configuration Management

The Contractor shall develop, document, and maintain software license management procedures that meet Rhode Island requirements and adhere to state-defined policies. The Contractor shall create and maintain a configuration management document and provide it as requested by the State.

The Contractor shall leverage existing state resources and assets where possible, utilizing a previous software agreements, licenses, or enterprise services/tools.

The Contractor shall develop and maintain inventory of all hardware, warranties, and hardware maintenance agreements. The Contractor shall manage and maintain (e.g., monitor, track status, verify, audit, perform contract compliance, renew, reassign) all warranties and hardware maintenance agreements.

The Contractor shall develop and maintain inventory of all software licenses. The Contractor shall manage and maintain (e.g., monitor, track status, verify, audit, perform contract compliance, renew, reassign) all software licenses and media through the software license life cycle.

The Contractor shall coordinate software license and maintenance agreement reviews and warranties, allowing at least 180 days for renewal activities before expiration.

The Contractor shall provide Rhode Island with reports and recommendations to use in making software acquisition and discontinuance decisions.

The Contractor shall provide recommendations to purchase additional license capacity, and shall recommend alternatives, or curtail usage where necessary and appropriate to restore or continue to maintain license compliance.

4.1.7 Comprehensive Testing

The Contractor shall demonstrate successful testing and validation of all major and minor releases prior to completing implementation. Testing shall include unit and integration testing of all functional deliverables, as well as comprehensive system testing.

The Contractor shall define, create, manage, update/reload, and administer test data sufficient to ensure successful results for all test activities.

The Contractor shall conduct the following verification and tests:

- Unit tests: verification of individual hardware or software units or groups of related items prior to integration of those items;
- Integration tests: verification that the assembled individual components function properly as a group; and
- System tests: verify the software groups work and required hardware/network infrastructure work well as a whole.

The Contractor shall conduct system testing at the hosting environment. System testing includes the following activities to ensure that the application meets all requirements and expectations:

- Functional tests: verification that the system meets documented requirements
- Interface tests: verification that the system interacts with external applications according to specifications
- Regression tests: verification that changes do not adversely affect existing functionality
- Parallel tests: comparison of the results of a new application baseline against the results of a production version to ensure that the new version functions as intended
- Performance and load tests: activities to determine how the system performs under a particular workload to demonstrate that the system meets performance criteria. This includes developing scripts for load, stress, endurance, and spike testing.

The Contractor shall collaborate with Rhode Island and designated Rhode Island contractors for functional validation. Functional validation includes the following:

- Activities to ensure that the application meets the customer needs and accomplishes the intended purpose
- User Acceptance Testing (UAT) that will allow end users to validate that the system delivers the requested functionality and will accomplish its business objectives. This must include consultation with stakeholders, community members, consumer advocates, health insurance issuers, and small employers as the system's functionality and user experience are developed. The state will assist the vendor to make such community connections and identify potential end user testers.

The Contractor shall document test cases based on test data provided by the Contractor. The Contractor shall collaborate with Rhode Island to ensure that adequate test cases and test scripts are developed. The Contractor shall establish test cases (in terms of inputs, expected results, and evaluation criteria), test procedures, and test data for testing the software. The Contractor shall deliver a draft and a final Test Case Specification.

4.1.8 Program Startup Review

The first work activity to be performed by the Contractor is a Program Startup Review that represents the kickoff of the implementation and integration project.

Within five (5) business days of the award of the task order, the Contractor shall conduct an orientation meeting and briefing for Rhode Island. The completion of this briefing shall result in (but is not limited to) the following:

- **Management Approach:** To include project assumptions and constraints and the overall approach to project management.
- **Project Work Plan:** To include the comprehensive methodology for implementing the HIX/IES in a phased approach and detailed project schedule. The project plan shall include work activity descriptions, work activity dependencies, work activity durations, milestones, resources, and deliverables for each near and long-term phase, and identification of the critical path.
- **Staffing Approach:** To include the roles, responsibilities, and allocations of each resource assigned to the effort; the approach to transitioning staff between each life cycle phase; and the approach to estimating levels of resources required.
- **Communication Approach:** To include the methodology for communicating status, issues, and risks to Rhode Island stakeholders.
- **Risk Management Approach:** To include the process, methods, tools, and resources that will be applied to the project for risk management. Describe how risks will be identified and analyzed, the basis for prioritizing risks, how risk responses will be developed and implemented, and how the success of those responses will be measured.
- **Configuration Management Approach:** To include the responsibilities and authorities for accomplishing identified configuration management activities performed during the project's life cycle and coordination with other project activities.

This review will constitute the PSR for the project. Approval of the PSR is required prior to beginning work on subsequent work activities.

4.2 Task Orders

Task Orders 1-9 encompass the work necessary to implement and operate Rhode Island's health insurance exchange (HIX) and integrated eligibility system (IES). CMS has described HIX/IES business processes as comprising six functional areas: Eligibility and Enrollment, Plan Management, Financial Management, Oversight, Communications, and Customer Service. The functional capabilities listed in the following task orders are intended to represent a complete description of a system that implements the business process enumerated by CMS in the Exchange Reference Architecture.

The Contractor shall deliver a system that implements all of the business processes and core services described in the Exchange Reference Architecture and the Architecture Supplements that have been issued for Eligibility and Enrollment, Plan Management, and Financial Management. In some cases, Rhode Island has made changes or additions to the business processes put forward by CMS; these are attached to this RFP as Appendices O-R.

In addition, detailed business requirements describing these projects are included with this RFP as Appendix M.

In understanding the scope of work described by this RFP, the Contractor should consult the following sources in order of priority:

1. Rhode Island's Business/Functional Requirements (Appendix M) and Technical Requirements (Appendix N).
2. Rhode Island's business process flow diagrams and supporting documentation (Appendices O-R).
3. The following documents put forward by CMS (the current version, if no version number is specified, and any future versions):
 - Eligibility and Enrollment Blueprint - Exchange Business Architecture Supplement
 - Plan Management Blueprint - Exchange Business Architecture Supplement
 - Financial Management Blueprint - Exchange Business Architecture Supplement
 - Guidance for Exchange and Medicaid IT Systems, version 2.0
 - Medicaid and Exchange IT Architecture Guidance: Framework for Collaboration with State Grantees
 - Exchange Reference Architecture Foundation Guidance
 - Collaborative Environment and Life Cycle Governance -40 Exchange Reference Architecture Supplement
 - Harmonized Security and Privacy Framework 40 Exchange TRA Supplement
 - Other statutory and regulatory documents, as enumerated in Appendix I.
4. Any rules promulgated by the federal government (CMS, IRS, etc) regarding state-based exchanges and Medicaid eligibility.
5. The text of the Affordable Care Act.

There are many business process areas that have not yet been described in detail by CMS. The Contractor will be expected to work with Rhode Island and our federal partners to develop additional detailed requirements for these areas. In addition, the Contractor will be expected to respond to and adjust requirements based on new guidance and rules as they are issued.

Any business rules delivered or developed by the Contractor in support of this project must be shared through CMS's Collaborative Application Lifecycle Tool (CALT).

Task orders 1, 2, 3, 5, and 9 represent the tasks to implement Phase 1. Phase 2 consists of task orders 4 and 6. Task orders 7 and 8 represent ongoing tasks in support of the HIX/IES after implementation.

4.2.1 Task Order 1 (Phase 1)

The first task order is the design and implementation of the infrastructure platform and software component platform necessary to support the development and testing of the HIX/IES.

The Contractor shall propose a hardware architecture, including but not limited to network topology assets, managed servers, managed storage, and managed bandwidth. The Contractor shall produce an integrated software component architecture consisting of the tools necessary to provide a web platform for developing, testing, and hosting the HIX/IES.

The Contractor shall provide diagrams, descriptions, tool product recommendations, an integration plan and schedule, the benefits and risks of the approach and a level of effort estimate of the Contractor hours by labor category for the implementation of the approach. The Contractor shall schedule and plan a CMS Design Review stage gate review to gain approval of the recommended approach.

The State requires Bidders to present an approach that meets the Seven Conditions and Standards contained in CMS Medicaid IT Supplement, MITS-11-01-v1.0, released in April 2011 and to meet the eligibility-related sections of the CMS MITA 2.0 Framework (to be superseded by the MITA 3.0 Framework once it is released).

The successful System Integrator vendor must analyze the Rhode Island situation upon arrival to quickly fine-tune their plan to implement the system. The vendor must combine the various software, hardware, and system infrastructure elements to meet the business and technical requirements specified in this RFP. The ability to successfully integrate the various disparate functionalities of the HIX/IES will be critical in the State' choice of a vendor.

Software licenses for all products must allow a sufficient number and locations of users to support the requirements described in this RFP.

The State requires the Contractor utilize the Human Services Data Warehouse hosted by the Medicaid Fiscal Agent in their integrated system design. . Specifications of the system appear in the RFP Technical Requirements section and in Appendix N.

The State requests the Contractor to optionally consider the usage of the State's Data Center to host the system as described in Task Order 7. Specifications of the State's Data Center appear in the Technical Requirements section 6.1.3.

4.2.1.1 Funding

Work performed under this task order will be cost allocated between enhanced Medicaid and Establishment funds according to the cost allocation methodology specified in Rhode Island's Establishment Level Two award.

4.2.1.2 Timeline

The ACA Section 1311(b)(1) gives States the opportunity to establish State-based Exchanges, subject to certification that the State-based Exchange meets federal standards and will be ready to offer health care coverage on October 1, 2013, effective January 1, 2014. The deadline for certification as a state-based Exchange is January 1, 2013. In a State

that does not achieve certification by the deadline, Section 1321(c) of the ACA directs the Secretary of Health and Human Services to facilitate the establishment of an Exchange in that State.

States will apply for certification in the early Fall of 2012, and final decisions will be made by January 1, 2013. The certification process involves two steps: 1) completing a certification application and 2) demonstrating operational readiness. The certification application is documentation of how a State plans to meet all legal requirements for successful operation of an Exchange. The operational readiness assessment demonstrates a State's actual ability to meet those requirements.

Rhode Island plans to complete its application for certification by October 1, 2012, and undergo its operation readiness assessment during the month of October 2012. In order to ensure that Rhode Island be certified by January 1, 2013 to operate its own Exchange, beginning with open enrollment beginning October 1, 2013, it is critical that Rhode Island provide CMS with a complete and thorough application as well as actually demonstrating operation readiness. The Contractor must deliver the information needed to complete the application for certification and the Operational Readiness Review before October 2012, and have the functionality ready to deploy by October 1, 2013.

Please refer to the CCIIO draft Certification Application for Exchanges (Appendix T).

4.2.2 Task Order 2 (Phase 1)

This Task Order includes the following functional projects. Work to implement these projects must follow the project guidelines described above. Detailed descriptions of these projects can be found in the Functional/Business Requirements, Appendix M.

- Eligibility verification
- MAGI eligibility determination
- Account/Case management
- Navigator management
- Notifications
- Eligibility and enrollment reports

Implementation of the eligibility verification and determination capabilities will require the integration of the IES with federal and state data sources including:

- The federal Data Services Hub for IRS, Homeland Security, and Social Security Administration data
- State wage data, unemployment insurance data, and new hires information from Rhode Island's Department of Labor and Training
- Rhode Island Department of Corrections data
- EOHHS Rite Share (Premium Assistance Program) insurance premium data. Please see the Bidders Library for additional information.
- Birth data from Rhode Island's Department of Health or alternatively from the national Electronic Verification of Vital Events (EVVE) system

- Death data from the Department of Health

The Contractor's estimate should include the effort necessary to create or operationalize the interfaces to these external data sources, recognizing that future information may somewhat modify the list of data sources above.

4.2.2.1 Funding

Work performed under this task order will be cost allocated between enhanced Medicaid and Establishment funds according to the cost allocation methodology specified in Rhode Island's Establishment Level Two award.

4.2.2.2 Timeline

The Contractor must deliver the information and functionality necessary to complete the application for certification and the Operational Readiness Review before October 2012, and must be ready to deploy prior before by October 1, 2013.

4.2.3 Task Order 3 (Phase 1)

This Task Order includes the following functional projects. Work to implement these projects must follow the general project guidelines described above. Detailed descriptions of these projects can be found in the Functional/Business Requirements, Appendix M.

- General information and pre-screening
- Application, registration and intake
- Calculation of advance premium tax credit
- Plan presentation and selection
- Plan enrollment
- Consumer assistance

This Task Order will include the implementation of the web-based user interface for the HIX/IES application, covering pre-screening, application, eligibility determination, plan selection, and enrollment. The Contractor is expected to deliver a best-in-class user experience to attract and empower large numbers of eligible consumers to successfully enroll in and retain coverage.

Enroll UX 2014 will be the primary UI design architecture for the user experience. The selected contractor will be required to integrate the Enroll UX 2014 design into the HIX/IES. In addition, the Contractor will be required to conduct usability testing and outreach with internal and external stakeholders to ensure that the final product meets the needs and expectations of the diverse user base.

4.2.3.1 Funding

Work performed under this task order will be cost allocated between enhanced Medicaid funds and Establishment funds according to the cost allocation methodology specified in Rhode Island's Establishment Level Two award.

4.2.3.2 Timeline

The Contractor must deliver the information needed to complete the application for certification and Operational Readiness Review before October 2012, and have the functionality ready to deploy by October 1, 2013.

4.2.4 Task Order 4 (Phase 2)

This Task Order includes the following functional projects. Work to implement these projects must follow the general project guidelines described above.

The Contractor will perform As-Is and To-Be analyses, and produce documentation, requirements, high-level design, and detailed design, and proceed to implement the following:

- Non-MAGI Medicaid Eligibility Determination
- Legacy Eligibility System Migration

The IES infrastructure built for Phase 1 is expected to provide the eligibility and system functionality platform to implement and operate eligibility determination for the State's complex (non-MAGI) Medicaid populations and five of Rhode Island's human service programs.

The State has performed As-Is analyses for non-MAGI Medicaid functionality. The Contractor will perform requirements analysis activities to refine the As-Is analysis, and perform requirements analysis activities to help define the "To-Be" requirements for non-MAGI Medicaid. The existing As-Is analysis provides limited information for other human services programs.

During Phase 1, eligibility information collected by the new HIXIES system regarding MAGI and non-MAGI Medicaid eligibles must be regularly sent to the legacy InRhodes eligibility system so field workers can retain their unified view of client information. The MAGI eligible clients will be imported into InRhodes.

Descriptions of Rhode Island's non-MAGI Medicaid programs appear in Appendices U and W.

4.2.4.1 Funding

Work performed under this task order will be funded according to the cost allocation methodology specified in Rhode Island's IAPD-U, as submitted in March 2012.

4.2.4.2 Timeline

The Contractor must deliver this functionality prior to December 31, 2015.

4.2.5 Task Order 5 (Phase 1)

This Task Order includes the following functional projects. Work to implement these projects should follow the general project guidelines described above. Detailed descriptions of these projects can be found in the Functional/Business Requirements, Appendix M.

- Qualified Health Plan Certification and Management (including qualified dental plans)
- Broker Management
- SHOP Eligibility and Enrollment

4.2.5.1 Funding

Work performed under this task order will be funded by Establishment funds as approved in Rhode Island’s Establishment Level Two award.

4.2.5.2 Timeline

The Contractor must deliver the information and functionality needed to complete the application for certification and Operational Readiness Review before October 2012, and must be ready to deploy by October 1, 2013.

4.2.6 Task Order 6 (Phase 2)

The IES infrastructure built for Phase 1 MAGI Medicaid and the Exchange, and for Phase 2 Medicaid is expected to provide the eligibility and system functionality platform to implement and operate eligibility determination for five of the State’s other human service programs.

The State has performed As-Is analyses for non-MAGI Medicaid functionality which provides limited information for other human services programs. The Contractor will be required to perform requirements analysis activities to help define the “To-Be” requirements for non-MAGI Medicaid as well as the Phase 2 human services programs.

While the complete integrated eligibility determination system is being developed for these Phase 2 programs, the vendor shall provide a web-based online application that will collect eligibility information from applicants and forward to the legacy eligibility system for determination according to the existing workflow.

The online application will cover all non-MAGI Medicaid programs, Supplemental Nutrition Assistance Program (SNAP), TANF, General Public Assistance (GPA), Child Care (CCAP), and State Supplemental Payment (SSP). This release will support the State’s strategic vision for service delivery that is both “client centric and no wrong door” prior to the implementation of the entire IES.

The online application must be operational by March 31, 2014; however, it is imperative that the implementation of the online application not jeopardize the implementation of Phase 1 by October 1, 2013.

4.2.6.1 Task Order 6A: Federally-funded human services programs

The Contractor will perform As-Is and To-Be analyses, and produce documentation, requirements, high-level design, and detailed design and proceed to implement eligibility determination for the following human services programs:

- Supplemental Nutrition Assistance Program
- Rhode Island Works (TANF)

- Child Care Assistance

Descriptions of these programs appear in Appendices U and W and in the Bidders Library. In addition, the Contractor will be required to migrate eligibility data for these programs from the legacy eligibility system to the IES.

Note that the award of a contract for this task order is contingent on the State securing approved federal and state funding. The State reserves the right to contract or not contract for this work as serves the best interest of the State.

4.2.6.2 Task Order 6B: State-funded human services programs

The Contractor will perform As-Is and To-Be analyses, and produce documentation, requirements, high-level design, and detailed design and proceed to implement eligibility determination for the following human services programs:

- State Supplemental Payments (SSP) for Supplemental Security Income
- General Public Assistance (GPA)

Descriptions of these programs appear in Appendices U and W and in the Bidders Library. In addition, the Contractor will be required to migrate eligibility data for these programs from the legacy eligibility system to the IES.

Note that the award of a contract for this task order is contingent on the appropriation of state funds to support the work in state fiscal years 2014, 2015, and/or 2016. The State reserves the right to contract or not contract for this work as serves the best interest of the State.

4.2.6.3 Programs out of scope

The following programs are not included in the scope of this procurement. However, the IES must be designed to support the eventual inclusion of these programs in the future, should the State decide to do so:

- Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Low-Income Heating Assistance Program (LIHEAP)
- Child-Support Enforcement

Descriptions of these programs appear in Appendices U and W and in the Bidders Library. (Note that although it is not in scope to *replace* the Child Support Enforcement technology platform or migrate it to the new eligibility system, it will be necessary to *integrate with* the existing Child Support system to support Medicaid and other existing programs.)

4.2.6.4 Funding

Work performed under this task order will be funded by state and federal human service program funds.

4.2.6.5 Timeline

The Contractor must present a robust implementation schedule and sufficient resource capacity to complete this task order by December 31, 2015.

4.2.7 Task Order 7: Production Hosting

Under this Task Order, the Contractor will provide robust, scalable hosting of the HIX/IES software at a secure site within the continental United States.

The Contractor is expected to utilize cloud technologies during the development and for hosting of the HIX/IES solution throughout Operations as specified in the CMS Cloud Computing Standard. The Contractor shall plan for the equipment, management, and maintenance of all HIX/IES Project hosting sites; specifically:

- **Development Data Center (Optional):** The Development Data Center is expected to host the development equipment and software, including user acceptance testing and training environments. The development and production hosting may take place in one data center, as approved by the State.
- **Production Data Center:** The Production Data Center is expected to host the production equipment, software, and data. Development and production may take place in one facility.
- **Backup (Disaster Recovery) Data Center:** The Backup Data Center is expected to host the backup equipment, software, and data in the event of a disaster in a different location than the production data center.

The State of Rhode Island has a new State Data Center located in Warwick, RI. Specifications of the capabilities of the data center are included in section 6.1.3. Bidders are encouraged to consider whether the State Data Center could serve as the hosting facility for the system, and offer pricing options accordingly.

Within the hosting facilities, the Contractor shall procure, install, configure, and operate equipment and software for the HIX/IES system. The Contractor may accommodate multiple data centers in one location. The Contractor is required to propose a solution that complies with data center and architecture requirements, standards, and federal and state regulations.

Additional detailed hosting requirements may be found in the Technical Requirements, Appendix N.

4.2.7.1 Funding

Design, development and implementation work performed under this task order will be cost allocated between enhanced Medicaid and Establishment funds according to the cost allocation methodology specified in Rhode Island's Establishment Level Two award. Ongoing maintenance and operations hosting costs will be cost allocated to the Exchange, Medicaid, and the specific human service programs in accordance with the population-based cost allocation methodology presented in Rhode Island's IAPD-U for maintenance and operations, or another federally-approved cost allocation methodology.

4.2.7.2 Timeline

The Contractor will be responsible for hosting the system from the contract date to five years in the future, with the potential for 3 one-year extensions.

4.2.8 Task Order 8: Technology Operations and Maintenance

The Contractor will be responsible for the operation of the core HIX/IES system and related systems. The systems operations combines the work of the Hosting Task Order (Task Order 7) which focuses on the physical hardware and network hosting, with software upgrade, operations, and maintenance work.

The State requires the Contractor to provide qualified personnel, resources, facilities, and supplies to support the operation of the system and related programs to meet the SLAs described in Appendix S to this RFP.

Upon the approved Start of Operations, the Contractor will maintain the system as defined in this RFP. These operations are expansive, involving multiple programs and agencies. Agencies supported by the Contractor include the Health Benefits Exchange, EOHHS, OHIC, and DHS.

Additional technical requirements for the operation of the system are found in the Technical Requirements section, Appendix N.

4.2.8.1 Routine Maintenance

All changes to the system defined as routine maintenance, except for correcting certain system discrepancies, must have prior approval of the State contract managers before the change is made and the Contractor must obtain approval from the State prior to releasing such changes into production.

The Contractor will perform all Routine Maintenance services. The tasks consist of those activities that the contractor must perform throughout the life of the contract to maintain the System. Activities include, but are not limited to:

- State Fiscal Year budget initiatives
- Address findings of state or federal audits
- Analysis of various programs to determine impact of federal and state legislation
- Analyze and repair system applications and deficiencies
- Assist the State with the hosting organization to analyze, determine root causes, and resolve support requests
- Assist the State with the necessary training on programs, operability, etc. whenever deemed necessary
- Perform testing of each enhancement and maintenance release
- Perform system and software upgrades, to be kept current, within two (2) versions and in accordance with State standards and policy as documented on the State DoIT websites
- Daily online reports
- The Contractor must perform modifications in accordance with changing program policies, program growth, new technologies, state initiatives, and federal mandates
- Perform periodic archiving of all unnecessary database records, files, applications, and documents in compliance with State regulations

The Contractor is expected to be on call 24 hours per day, 7 days per week.

4.2.8.2 Technical Help Desk

The Contractor is required to provide technical support to various end users of the UHIP system, including State staff and customers (who may be referred to the technical help desk by the consumer-facing call center). The technical help desk will provide real-time technical assistance during normal business hours, and provide timely responses to requests for assistance at other times (to be determined according to the SLAs described in Appendix S).

The technical help desk will also be responsible for collecting, tracking, and reporting on product defects discovered during the operations and maintenance phase.

4.2.8.3 Emergency Maintenance

Emergency Maintenance entails the technical and managerial tasks required to provide temporary software modifications in an emergency production support environment. The Contractor may correct certain system discrepancies on their own authority, in the event the contract managers from the State are not available. Example tasks are: analyze/debug programs, troubles, or files resulting from operations problems; and make all necessary changes in a specified program, file, or operation to assure optimum system efficiency and effectiveness and to upgrade performance to the contracted level. System discrepancies must be reported to the State in project status reports and/or meetings, unless the urgency of the situation requires that such notification be done sooner.

4.2.8.4 Modifications/Enhancements

Major System Changes (Enhancements) are system changes that could not be anticipated at the time of the contract negotiations and that can be defined as a change that may affect or add new functions to the basic design, functions, and products of the system, or large-scale modifications that require major systems analysis and programming effort to implement.

4.2.8.5 Turnover

At the conclusion of the contract, or should a transition of agents occur at any time, the Contractor will be responsible to complete all the tasks and activities necessary to ensure that the HIX/IES system is operating normally and without interruption. Should any missing data be discovered after contract expiration, a grace period of 120 days will be in effect, during which time the data is to be provided at a pre-determined cost or at no additional cost if the contractor caused the loss. Lost data should be provided to the State of Rhode Island in a format agreeable to the State.

4.2.8.6 Operational Performance Reporting

The Contractor must monitor performance against the State-specified Service Level Agreements (SLAs) documented in Appendix S of this RFP. SLAs address the following:

- System availability
- System performance

- Database updates
- Operational problem management
- Reporting

The Bidder will develop reports to demonstrate compliance with applicable SLAs and Key Performance Indicators (KPIs). The Bidder will submit a monthly Performance Report Card on all SLAs/KPIs, regarding the prior month's performance, no later than the 10th of the month. The report may include additional information regarding SLA compliance. Upon request, the Bidder will provide the State with all reports and data used in the determination of SLA compliance.

If a SLA/KPI is not met, the Contractor must provide notice to the State and include a written Corrective Action Plan (CAP) that describes:

- The missed SLA/KPI
- Full description of the issue
- Cause of the problem
- Risks related to the issue
- The resolution, including any failed solutions implemented prior to resolution
- Proposed corrective action going forward to avoid missing the KPI in the future
- Upon receipt of the report, the State may request a follow-up meeting to discuss the issues and corrective actions. The Contractor will implement the plan once approved by the State.
- Prior to Start of Operations, the State and the Contractor will review all SLAs to determine if revisions are needed. Similar reviews will be held annually, upon the implementation of a change that impacts existing SLAs, or at the request of the State.
- The State and the Contractor agree that failure by the Contractor to perform in accordance with established SLAs results in a loss to the State. If the Contractor fails to meet the SLAs, the State may retain a percentage of the total monthly administrative fee as identified in the appendix for each SLA. Retained amounts may be deducted from monthly payments for systems costs approved by the State.

4.2.8.7 Funding

Work performed under this task order will be cost allocated between enhanced federal and state Medicaid funds, federal Establishment funds, Exchange self-generated funds, and other federal and state funds supporting the various human services programs.

4.2.9 Task Order 9: Financial Management

This Task Order seeks to procure a technology platform *and* business operations support for financial management activities necessary for the Individual and SHOP Exchanges. This technology and business operations shall support the following primary business functions:

- Premium collection and processing to support both SHOP and individual enrollment processes, including calculation, tracking, and reporting of advanced premium tax

credits and cost sharing reductions. (The State has not yet determined whether it will collect premiums from individual enrollees on behalf of carriers.)

- Facilitation and processing of issuer payment transfers, including payments to issuers for plan premiums and collection of plan assessments/user fees to support Exchange operations.
- Capabilities to answer billing questions and support the resolution of individual, employer and issuer payment discrepancies.
- Internal Data collection and reporting of Exchange enrollee and plan data to various state and federal entities as needed for risk mitigation programs.
- Internal bookkeeping and accounting systems to track and report on expenses and receipts, coordinated with the State's accounting system, RIFANS.
- Financial oversight and monitoring programs to prevent fraud, waste and abuse.

For small businesses purchasing through Rhode Island's SHOP, the solution must provide multi-product, multi-carrier premium collection and processing that supports multiple models of employee choice and employer contributions. The attached business process flows and requirements reflect this design as seen in Appendix Q.

In addition to the software components necessary to support these activities, this Task Order also seeks to procure an experienced team of business support staff to operate the first three key financial management business functions listed above for both the Individual and SHOP exchanges:

- Premium collection and processing
- Facilitation and processing of issuer payment transfers
- Customer support for financial issues

Detailed requirements for financial management can be found in the Functional/Business Requirements, Appendix M.

4.2.9.1 Funding

DDI work performed under this task order will be funded by Establishment Level Two funds; maintenance and operations will be supported by self-generated Exchange funds.

4.2.9.2 Timeline

The Contractor must deliver the information and functionality needed to complete the application for certification and Operational Readiness Review before October 2012, and must be ready to deploy by October 1, 2013.

4.3 Milestones and Deliverables

Each of the three project phases encompasses a series of project tasks, deliverables and milestones. The Contractor is responsible for producing the deliverables and completing the milestones listed in this section, and any additional deliverables that may be identified in order to accomplish the goals of each milestone.

The required deliverables for each milestone are listed in Appendix L.

4.3.1 Phase 1 Milestones and Deliverables

Phase 1 consists of the work necessary to stand up a functioning Health Benefits Exchange by October 1, 2013, including MAGI-based eligibility determination (the work encompassed in task orders 1-3, 5, and 7-9).

Milestones 4, 7, 10, and 13 may be provided in a number of logical releases, in accordance with the approved Application Development Plan (Plan 03) as described in Appendix L). It is encouraged that these be delivered incrementally, as the design, coding, and testing are completed for each functional area or module, with final approval of the milestone when all increments are approved. For instance “General Information and Screening” or “Application Processing, Registration and Intake” may compose a single increment of the application. Other functional areas may also be candidates for incremental development, depending on their interdependencies. The payment for these milestones may be pro-rated based on State approval of the final payment schedule.

The vendor’s proposal must include a project plan indicating the dates by which each milestone will be achieved. That schedule must culminate in Milestone 13 (Open Enrollment Launch) on or prior to October 1, 2013.

In addition, the schedule must meet the following interim deadlines and milestones:

- Deployment of QHP certification and management functionality into production no later than November 15, 2012, so that carriers can begin to populate the Exchange with health plans.
- A “soft launch” into production of anonymous prescreening (for MAGI-based eligibility) and anonymous health plan browsing functionality no later than June 1, 2013.

Milestone 1. Project Startup. This milestone marks the completion of those activities needed to kick off the HIX/IES Project, including standing up the project facility in Providence Rhode Island, assembling and on boarding of the project team, establishment of the Project Management Office and Kick-off Meeting.

Milestone 2. Project Planning. This milestone marks the completion of the documents required to effectively plan and manage all aspects of this complex project. They include the Project Management Plan, System Development Life Cycle Plan, Test Plan, Training Plan, Implementation Plan to name a few. Depending upon the contractor’s approach, this milestone may include multiple releases as not all plans need to be completed during project initiation. Consequently, the payment for this milestone may be pro-rated.

Milestone 3. Development Hardware/Software. This milestone marks the completion of the analysis, design/recommendation and state approval of the development environment, including the necessary hardware, software and network used for developing the HIX/IES solution.

Milestone 4. Phase 1 Requirements, Business Analysis and Functional High-Level Design and Detailed Design. This milestone marks the completion of the tasks necessary to conduct requirements gathering and elicitation, develop business analysis and high-level functional design and detailed design of Phase 1 of HIX/IES. This Milestone may be

achieved incrementally as described above; the payment for Milestone 4 may be pro-rated based on State approval of the final payment schedule.

Milestone 5. Phase 1 Data Conversion Design. This milestone marks the completion of the requirements development, functional and detailed design of the data conversion process for converting selected Rlte Care and Rite Share cases and recipients from InRhodes to the new HIX/IES system.

Milestone 6. FDDR Gate Review. The Final Detailed Design Review is one of the Gate Reviews in the CMS Exchange Lifecycle. The FDDR milestone includes preliminary, on-site, and post-review activities required by the Exchange Life Cycle, as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction.

Milestone 7. Phase 1 Code and Unit Test. This milestone marks the completion of the coding and unit testing of the approved Phase 1 detailed design and Data Conversion detailed design. This Milestone may be achieved incrementally as described above; the payment for Milestone 7 may be pro-rated based on State approval of the final payment schedule.

Milestone 8. Production Hardware/Software. This milestone marks the completion of the analysis, design/recommendation and state approval of the production environment, including the necessary hardware, software and network used for implementing and operating the HIX/IES solution.

Milestone 9. Phase 1 Detailed Test Planning. This milestone marks the completion of the detailed test planning for Phase 1 of the HIX/IES solution and Phase 1 Data Conversion.

Milestone 10. Phase 1 Testing. This milestone marks the completion of system and system/integration testing for Phase 1 functionality and data conversion. This Milestone may be achieved incrementally as described above; the payment for Milestone 10 may be pro-rated based on State approval of the final payment schedule.

Milestone 11. PORR Gate Review. The Pre-Operational Readiness Review is one of the Gate Reviews in the CMS Exchange Lifecycle. The PORR milestone includes preliminary, on-site, and post-review activities required by the Exchange Life Cycle, as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction. This Milestone also includes the completion of Phase 1 User Acceptance Testing.

Milestone 12. ORR Gate Review. The Operational Readiness Review is one of the Gate Reviews in the CMS Exchange Lifecycle. The ORR milestone includes preliminary, on-site, and post-review activities required by the Exchange Life Cycle, as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction. Included in this milestone is the completion of implementation planning, outreach, user and technical training.

Milestone 13. Open Enrollment Launch. This milestone marks the successful implementation of the Open Enrollment Launch on or before October 1, 2013. The goal of this Milestone is to satisfy all prerequisites for going live with the HIX/IES Open Enrollment Launch in production. The Contractor implements the HIX/IES and moves system

components to the production environment. This milestone also makes the completion of technical operation procedures and standing up the technical help desk. This Milestone may be achieved incrementally as described above; the payment for Milestone 13 may be pro-rated based on State approval of the final payment schedule.

Milestone 14. Phase 1 Operations and Maintenance. This milestone represents the monthly reporting of production operations including production releases during the month, production defects, technical help desk problem reports, system performance, and plans for the next month of operations.

Milestone 15. Phase 1 Warranty. This milestone marks the end of the warranty or stabilization period. The Contractor and the State agencies work to ensure that the implemented system runs without errors or problems (excluding cosmetic errors) for six months after the go-live date. The system must meet the Service Level Agreements described in Appendix S in terms of system availability, performance, problem resolution time frame and customer satisfaction.

4.3.2 Phase 2 Milestones and Deliverables

Phase 2 consists of the work necessary to implement eligibility determination for non-MAGI Medicaid and other human services programs (task orders 4 and 6).

Milestones 17, 18, 19, and 20 may be provided in a number of logical releases, in accordance with the approved Application Development Plan (Plan 03) as described in Appendix L). It is encouraged that these be delivered incrementally, as the design, coding, and testing are completed for each functional area or module, with final approval of the milestone when all increments are approved. Functional areas may also be candidates for incremental development, depending on their interdependencies. The payment for these milestones may be pro-rated based on State approval of the final payment schedule.

The vendor's proposal must include a project plan indicating the dates by which each milestone will be achieved. In addition, the schedule must meet the following interim deadlines:

- Implementation and deployment of an online application and benefits screener for human services programs that interfaces with the legacy eligibility system, no later than March 31, 2014.

Milestone 16. Phase 2 Updated Project Planning. This milestone marks the update of the planning documents prepared during Phase 1 for Phase 2 of the project. The updated project planning documents should include lessons learned from Phase 1. Plans that must be updated include all deliverables from milestones 1, 2, and 3.

Milestone 17. Phase 2 Requirements, Business Analysis and Functional High-Level Design and Detailed Design. This milestone marks the completion of the tasks necessary to conduct requirements gathering and elicitation, develop business analysis and high-level functional design and detailed design of Phase 2 of HIX/IES, including the data conversion. This milestone may be achieved incrementally as described above; the payment for Milestone 17 may be pro-rated based on State approval of the final payment schedule.

Milestone 18. Phase 2 Technical Design. This milestone includes the detailed technical for all Phase 2 functionality including the data conversion component. This milestone may be achieved incrementally as described above; the payment for Milestone 18 may be pro-rated based on State approval of the final payment schedule.

Milestone 19. Phase 2 Code and Unit Test. This milestone marks the completion of the coding and unit testing of the approved Phase 2 detailed design and data conversion detailed design. This milestone may be achieved incrementally as described above; the payment for Milestone 19 may be pro-rated based on State approval of the final payment schedule.

Milestone 20. Phase 2 Detailed Test Planning and Testing. This milestone marks the completion of the detailed test planning and execution of the test plans for Phase 2 of the HIX/IES solution and Phase 2 data conversion. This includes system, system/integration, performance and user acceptance testing. It also includes the Pre-Operational Readiness Review as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction. This milestone may be achieved incrementally as described above; the payment for this milestone may be pro-rated based on State approval of the final payment schedule.

Milestone 21. Phase 2 ORR Review. The Operational Readiness Review includes preliminary, on-site, and post-review activities, as well as all actions required to correct any deficiencies detected during the review, with documentation of their correction. Included in this milestone is the completion of implementation planning, training plans and materials, outreach, user and technical training.

Milestone 22. Phase 2 Cutover. This milestone marks the successful cutover to production. The goal of this Milestone is to satisfy all prerequisites for going live with Phase 2 of HIX/IES. The Contractor implements the HIX/IES and moves system components to the production environment. This milestone also marks the completion of technical operation procedures and standing up the technical help desk. This milestone may also be achieved incrementally based on mutual agreement of Phase 2 point releases (e.g., online screening and application processing).

Milestone 23. Phase 2 Operations and Maintenance. This milestone represents the monthly reporting of production operations including production releases during the month, production defects, problem reports, system performance, and plans for the next month of operations.

Milestone 24. Phase 2 Warranty. This Milestone marks the end of the warranty or stabilization period for Phase 2. The Contractor and the State agencies work to ensure that the implemented system runs without errors or problems (excluding cosmetic errors) for six months after the go-live date. The system must meet the Service Level Agreements described in Appendix S in terms of system availability, performance, problem resolution time frame and customer satisfaction.

4.4 Payment

Specific information about payment schedules and terms will be detailed in a forthcoming addendum to this RFP, to be issued shortly after the RFP is posted for solicitation.

5 Business and Functional Requirements

This section describes the business and functional requirements for a technology platform to support Rhode Island's Health Insurance Exchange and Integrated Eligibility System.

5.1 Integrated Business Vision

Rhode Island has developed a vision for a comprehensive business process that integrates key functions of Medicaid, the Department of Human Services (DHS), the Exchange, and the Office of the Health Insurance Commissioner (OHIC). This RFP, and the technology platform it seeks to procure, will not implement this integrated business vision in its entirety, but the vision should guide decision-making throughout the project.

5.1.1 Individuals

Rhode Island envisions one integrated business process for individuals serving a range of Medicaid, ACA, and other health and human services programs. The process will run on multiple channels, support both self-service and agent-mediated interactions, with tiers of support available, and will be configured for delivery by both direct and indirect service delivery partners, and sensitive to the full range of qualifying events.

5.1.2 Employers/Employees

Rhode Island envisions one integrated (end-to-end) business process for employers and employees (eligible employees of small business that have chosen to enroll in the SHOP exchange) serving existing Medicaid (e.g. Rite Share) and new ACA programs (e.g. SHOP) with the future potential to support state and municipal employee health insurance programs. The process will run on multiple channels, support both self-service and agent-mediated interactions, with tiers of support available, and will be configured for delivery by both direct and indirect service delivery partners, and sensitive to the full range of qualifying events.

Where affordability is an issue for an employee, a pathway to the individual process will be supported.

5.1.3 Carriers

We envision one integrated (end-to-end) health insurance regulation and contracting process for Carriers that covers:

- Carrier Licensing: Licenses carriers to sell insurance in Rhode Island.
- Plan Certification: Certifies that a plan meets the regulatory requirements of the State (e.g. network adequacy requirements)
- Rate Filing, Review and Approval: Reviews and approves rate changes filed by carriers within the State market. To support the Exchange, this process should extend to the level of product and benefit
- Product Rating: Rates products by actuarial value tier (e.g., platinum, gold, silver, bronze).

- **Benefits Information Management:** Helps carriers maintain and communicate information on the benefits provided by their plans
- **Risk Management:** Identifies risks associated with adverse claims experience and provides risk adjustment and/or re-insurance to balance these risks across carriers
- **Oversight and Monitoring:** Ensures that carriers comply with applicable health insurance regulations and contractual obligations
- **Provider List Management:** Provides the capacity on the Exchange Portal for individuals/families choosing health insurance to find plans that include their primary care provider or specialist, including whether or not the provider accepts new patients. Mechanisms need to be in place to update issuer networks.
- **Payments to Carriers, Brokers, Navigators:** Provides payments to carriers, brokers and navigators based on their role in advising insurance clients and delivering government-subsidized health insurance services

This process will provide a single, comprehensive application process for Issuers that runs on multiple channels, enables both self-service and agent-mediated interactions, and with tiers of support available.

5.2 Functional Purpose

Rhode Island envisions an automated, seamless, and integrated technology platform to maximize enrollment of the eligible population in health coverage and human services programs and a streamlined process for applications that require the attention of a caseworker or other assistor. The HIX/IES will create a high-quality customer experience utilizing seamless coordination between the Exchange, Medicaid, DHS, and OHIC. The project will institute and leverage seamless interactions between the Exchange, plans, employers, Navigators, brokers, state field offices (where caseworkers are located), and community-based organizations and providers offering enrollment assistance.

In accordance with federal guidance that has been released to date:

- Rhode Island customers (including individuals and families, employers, and employees) will be evaluated for eligibility for the Exchange, Advance Premium Tax Credits, cost sharing reductions, exemptions from the individual mandate, Medicaid and other human services using a coordinated set of rules which uses a common or shared eligibility system or service to adjudicate eligibility determinations for most individuals.
- The technology platform will allow Rhode Island's EOHHS and DHS workers and Exchange customer service staff to process applications more efficiently by utilizing a modern rules engine, an integrated, multi-channel case management system, and electronic interfaces for both clearances and verification process, wherever possible. The technology platform will provide flexibility to determine and enforce individual workflow and roles.
- The technology platform will further provide case management functions to caseworkers that are supporting beneficiaries to access and use the electronic system,

including managing redeterminations, changes in circumstances, disenrollments, appeals, and removal from the system.

- Rhode Island will make it easy for individuals to explore information about their health coverage options, including standalone dental plans, and will quickly and accurately determine eligibility and enroll individuals into coverage. This routing and enrollment in the Exchange, SHOP, or Medicaid will be able to happen in real time or close-to-real time for many individuals. Some people may experience discrepancies between the information they provide for an eligibility determination and the information obtained through authoritative sources. In these situations, the technology platform will offer a timely and responsive resolution workflow.
- A federal data hub will be used for the verification responsibilities of the Exchange and Medicaid to the maximum extent allowed under federal law. The system must also support interactions with state and other data sources where federal data is insufficient or unavailable. (Specific data sources are referenced in Appendix M.)
- Exchange customers will experience a high level of service, support, and ease of use, similar to that experienced by customers of leading service and retail companies and organizations doing business in the United States. Rhode Island will aim to provide the same customer experience to all individuals seeking coverage, regardless of source or amount of financial assistance for which they may qualify or whether they enter the process through the Exchange, Medicaid, DHS, or SHOP. Measurement of customer satisfaction must be integrated into the technology platform.
- The technology platform will be able to generate data reports and notification in support of performance management, public transparency, policy analysis, program integrity, and program evaluation, mandatory reporting and customer notifications.

5.2.1 The Business Process of Health Coverage Eligibility Determination and Enrollment

A Rhode Island resident seeking health coverage in 2014 will be able to access information and assistance, and apply for health coverage, through multiple channels. All of these channels will connect with a standardized, web-based system to evaluate the individual's eligibility for coverage through one of four programs: qualified health plans through the Exchange (with or without Advance Premium Tax Credits and cost-sharing reductions), Medicaid, or SHOP. Rhode Island's HIX/IES platform will be a streamlined, secure, and interactive customer experience that will maximize automation and real-time adjudication while protecting privacy and personally identifiable information.

Individuals will answer a defined and limited set of questions to begin the process. They will be supported by navigation tools that provide additional information based on individual preferences or answers. The application will allow an individual to accept or decline screening for financial assistance, and tailor the rest of the eligibility and enrollment process accordingly. The same screening system will be available to help caseworkers/screeners/assistsors conduct the enrollment process.

The required verifications that will be necessary to validate the accuracy of information supplied by applicants will be managed in a standardized fashion, supported by a common, federally managed data services hub that will supply information regarding citizenship,

immigration status, and federal tax information. Additionally, Rhode Island-specific electronic information sources, like the State Wage Database from the Department of Labor and Training and census information from the Department of Corrections, will also be used to conduct screening and clearances and, if necessary, to verify components of eligibility not addressed by the federal data hub. Many of these verifications will be done by gathering the data in advance, so that details such as income can be pre-populated into the application form for the user. The user will then be able to validate or correct the information.

Once the information is submitted, it will be stored in a case management system capable of providing customers information about their accounts and the ability to update their own information (change in circumstances). When individuals update their account information, the change will initiate a workflow to appropriately handle the change as needed (e.g., notification of caseworker, change in Advance Premium Tax Credit, notification of carrier, etc.).

Outside of the eligibility determination process, users will have the option to anonymously complete a short prescreening tool to assess whether they are likely to qualify for coverage, subsidies, or exemptions from the individual mandate. This tool is included because users are more likely to complete the application and enrollment process if they have a solid indication that they will secure assistance for coverage. Users who use the anonymous prescreening tool will be able to enter the eligibility determination process without having to re-enter information.

Tools for calculation of the Advance Premium Tax Credits will also be provided. Business rules will be supplied that will allow for resolution of most discrepancies through automation, including explanations of discrepancies for the consumer, opportunities to correct information or explain discrepancies, and hierarchies to deal with conflicts based on source of information and extent and impact of conflicts on eligibility. Individuals will attest to the accuracy of the information they supply, though additional documentation may be required.

The goal is to serve a high proportion of Rhode Islanders seeking health coverage and financial support using as much automation and electronic verification as possible. Even with this interactive, online business model, the demands for customer service and/or for caseworkers are expected to remain. Therefore, individuals will be able to access information and assistance online, and connect with a customer service representative or caseworker through online chat, email, texting, or by calling a toll-free customer service line.

In other cases, the online service may not be able to resolve discrepancies between information supplied by the applicant and that returned from third-party data sources. In these instances, it may take additional time for external sources to provide authoritative data. If conflicts still persist, it may require a caseworker to provide more in-depth assistance either in person or by phone. Such conflicts will need to be resolved in accordance with Rhode Island's policies for addressing such situations, which could include the submission and adjudication of paper documentation or relying on self-attestation unless there is evidence of fraud.

Some individuals may be uncomfortable with using an online system and will want to apply for assistance by phone, by mail, or in person. Our goal will be to both continually improve and refine the user experience in the online channel and ensure customer service or caseworker support is available as appropriate for complex cases and targeted customer needs. Whenever total automation cannot be accomplished, the technology platform will be set up to streamline the process for both the customers and the caseworkers as much as possible and provide the channels for application submission as required by federal law.

5.3 Assumptions and Constraints

5.3.1 Assumptions

The HIX/IES technology platform will be responsible for implementing federal and state-specific eligibility rules and verification procedures for Rhode Island's health and human services programs, as developed by Rhode Island policy makers.

☐☐☐ Rhode Island will transition health and human services program information from InRhodes to the new technology platform. The migration will occur in phases. ☐☐☐

There are no known existing identity management capabilities in Rhode Island that the technology platform will need to integrate.

All health and human services programs, including Rhode Island Works (TANF), SNAP, Child Care, WIC, LIHEAP, and General Public Assistance eligibility will eventually take advantage of the new human services case management system of the new technology platform. This transition will happen over several versions of the production system.

The technology platform will be the basis for the Exchange's infrastructure and will add to Medicaid's IT infrastructure.

The Exchange, EOHHS, DHS, and OHIC will identify technology directors to align the technical goals of the agencies.

The federal government will provide the federal data hub in a timely manner so that the HIX/IES technology Platform is able to integrate with the hub.

☐☐☐ The Exchange, Medicaid, DHS, and OHIC will coordinate their functional and technical operations.

EOHHS, Exchange, DHS, and OHIC personnel will make necessary policy decisions and will be available for joint application design (JAD) session validation and other meetings. ☐☐☐

Federal policy on Medicaid eligibility determinations based on MAGI and Advance Premium Tax Credit/cost-sharing reduction determinations will be released in a timely manner.

Rhode Island policy decisions on remaining non-MAGI programs will be made in a timely fashion.

The requirements listed in this section are a minimum set of requirements the vendor is expected to meet. As business processes, policies, and technology platform design progress, additional requirements may be necessary.

5.3.2 Constraints

Financial sustainability: As a small state, Rhode Island is challenged to create a financially sustainable infrastructure that is entirely self-funded post-2014.

Federally Imposed Deadlines: The project schedule must conform to federally imposed deadlines, which require states to implement the broad set of functionality necessary to stand up a fully-functional Exchange by October 1, 2013.

Phase 1 Program Integration: For phase 1, beginning in October 2013, the new eligibility rules engine will determine eligibility for MAGI-based eligibles only, including Medicaid and exchange subsidies. However, “complex” Medicaid eligibles (e.g., those requiring medical determination) will continue to be determined eligible through our existing eligibility system until phase 2 is complete. This approach has been established as an interim solution in order to meet the tight project timelines; however, integrating the new and old technology is a significant challenge of this project.

Critical supporting data links: The eligibility determination process is reliant on key data links from state and federal databases. These require both state and federal IT development efforts outside the scope of this project. Additional information is needed regarding the timeline and specifications for these projects.

Carrier readiness: The enrollment process is reliant on critical data links to carriers. Rhode Island must work with carriers to ensure that the necessary links are established in accordance with key project milestones.

Leadership and staff support: Significant work remains in identifying policy and business operations questions and in answering these questions. This work requires cross-departmental coordination and partnership where governance and staff relationships are in early development. Working through these questions in parallel with technology development is not optimal, but necessary under timelines.

5.4 Business and Functional Requirements

The functions of the combined Health Insurance Exchange/Integrated Eligibility System are divided into “functional areas” which in turn correspond to the high-level project tasks in the scope of work.

The system must support the business processes and implement the core business processes as defined in the Exchange Architecture Blueprint documents and other sources of guidance promulgated by the federal government, including but not limited to:

- Eligibility and Enrollment Exchange Business Architecture Supplement
- Plan Management Exchange Business Architecture Supplement
- Financial Management Exchange Business Architecture Supplement
- Guidance for Exchange and Medicaid IT Systems, versions 1.0 and 2.0
- Medicaid and Exchange IT Architecture Guidance: Framework for Collaboration with State Grantees
- Exchange Reference Architecture Foundation Guidance

- Collaborative Environment and Life Cycle Governance
- Exchange Reference Architecture Supplement
- Harmonized Security and Privacy Framework
- Exchange TRA Supplement

In addition, this RFP includes a number of process flows that illustrate and expand on the business processes in the Exchange Business Architecture (included as Appendices O-R). These process flows include Rhode Island-specific modifications to the baseline guidance. The Contractor must ensure that the system is able to support the functionality described in the process flow diagrams.

6 Technical Requirements

Rhode Island is committed to working with our federal partners to implement a technology platform that is consistent with the ACA and HIPAA security standards. To date, the federal government has issued several pieces of relevant published guidance to help states navigate to 2015. Rhode Island is committed to making the HIX/IES a first-class consumer experience as called for by HHS. Rhode Island understands that guidance is an ongoing and iterative process and will be updated throughout the ACA implementation period and significantly informed by the Early Innovator Grantees.

Rhode Island's solution shall meet the following high-level technical requirements:

- The architecture shall provide the underlying computing infrastructure (i.e. hardware, software, network, database management system) that enables and supports the Exchange, Medicaid, DHS, and other entities whose program activities make use of the technology platform.
- The architecture design must address the requirements of scalability, capacity, extensibility, adaptability, performance, availability, stability security, and flexibility per CCHIO Technical Guidance 1.0 and 2.0.
- The selected vendor shall provide the following logical environments to support the implementation and operating of the HIX/IES. 1) Development and Unit Test, 2) System and Integration Test, 3) User Acceptance Test, 4) Training, 5) Legacy Data Conversion, 6) Pre-production/Patch, and 7) Production. The environment servers are to be configured to support multiple logical environments.
- The selected vendor shall provide, within thirty (30) calendar days from approval of the contract, a dedicated development environment that will support the HIX/IES development effort.
- The solution shall integrate "best of breed" commercial-off-the-shelf (COTS) products into its solution to meet the needs of the business functions (e.g. Business Rules Engine, Workflow, imaging, etc.). For purposes of the RFP, COTS solutions are those products that can be licensed and utilized by multiple industries, are commercially available from a third party, and provide a common solution throughout the application. Any deviation from this definition requires prior approval.
- The selected vendor shall manage and maintain all software licenses on behalf of the State for software purchased, renewed, installed, updated, upgraded, and operated for the services described in this RFP. All software will be licensed to the State.
- The State shall retain and maintain ownership of third-party software products and custom-developed source code.
- The selected vendor shall provide the State with an updated inventory report of licenses every six (6) months. This report will include, at a minimum, the name of the product, the name of the manufacturer/selected vendor for the product, the version of the product, the type of license, license renewal date, renewal cost, number of licenses, license key, and contact person's name.

- The selected vendor will provide required federal certifications and accreditation of the HIX/IES system to be implemented.
- The selected vendor will provide the required artifacts and functionality to meet the CMS gate reviews.
- The HIX/IES technology platform shall provide the capability for online, real-time querying that allows authorized users to filter data through user-defined parameters.
- The HIX/IES technology platform shall maximize automation and systems integration to decrease reliance on manual processes
- The HIX/IES technology platform IT architecture shall use an open Enterprise Service Bus (ESB) as the core coordination component of business services across the different applications as feature requirements dictate.

The vendor's solution must meet the seven standards and conditions issued by CMS for Medicaid eligibility projects:

1. The use of a modular, flexible approach to systems development, including the use of open interfaces and exposed application programming interfaces (API); the separation of business rules from core programming; and the availability of business rules in both human and machine-readable formats.
2. Alignment with MITA.
3. Alignment with, and incorporation of, industry standards: the Health Insurance Portability and Accountability Act of 1996 (HIPAA) security, privacy and transaction standards; accessibility standards established under section 508 of the Rehabilitation Act, or standards that provide greater accessibility for individuals with disabilities, and compliance with federal civil rights laws; standards adopted by the Secretary under section 1104 of the Affordable Care Act; and standards and protocols adopted by the Secretary under section 1561 of the Affordable Care Act.
4. Sharing, leverage, and reuse of Medicaid and Exchange technologies and systems within and among states.
5. Accurate and timely processing of claims (including claims of eligibility), adjudications, and effective communications with providers, beneficiaries, and the public.
6. Production of transaction data, reports, and performance information that contributes to program evaluation, continuous improvement in business operations, and transparency and accountability.
7. Seamless coordination and integration between Medicaid and the Exchange (whether run by the state or federal government), and interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services.

In addition to these high-level technical requirements, the solution shall adhere to the detailed technical requirements listed below and in Appendix N.

6.1.1 Accounting Requirements

The selected vendor is responsible for maintaining an accounting system in compliance with the requirements stipulated below. At a minimum, the selected vendor's solution shall meet the following Accounting Requirements:

1. The selected vendor shall establish and maintain a centralized accounting system in accordance with the following standards (as they may be amended during the term of the contract):
 - a) Title 48 CFR, Chapter 1, Parts 30 and 31 and Chapter 99 b) - Applicable Federal guidelines, rules, and regulations
 - c) State guidelines, rules, regulations and provisions of this procurement
 - d) GAAP (Where the State guidelines, rules, regulations and provisions of this procurement are in conflict with GAAP, Title 48 CFR, Chapter 1, Part 30, Title 48 CFR, Chapter 1, Part 31 and/or Title 48 CFR, Chapter 9, then the State's guidelines, rules, regulations and provisions of this procurement shall prevail.)
 - e) Maintain accounting records related directly to the performance of the Contract resulting from this RFP
 - f) Maintain accounting records related to the Contract resulting from this RFP separate and apart from other corporate accounting records
 - g) Part 9904.401 relates to cost accounting standards regarding the consistency in estimating, accumulating and reporting costs, and
 - h) The selected vendor's methods used in estimating costs shall be consistent with the cost accounting practices used in accumulating and reporting actual costs.

6.1.2 Warranty

Notwithstanding prior acceptance of deliverables or software, the selected vendor shall expressly warrant all modified or developed programs and documentation as properly functioning (as defined by business rules and requirements herein) when installed and compliant with the terms of the Contract thereafter. The selected vendor must correct all critical errors and design deficiencies in the system enhancements and improvements installed at the start of operations and in subsequent system modifications. Incorrect or defective programs and documentation shall be replaced within one (1) week of notification from the State of such deficiencies or within such period as may be necessary to make correction(s) using all due diligence and dispatch as agreed upon between the State and the selected vendor. If the selected vendor fails to repair an identified error, deficiency, or defect within such period, the State may, at its sole discretion, act to repair, and the selected vendor expressly agrees to reimburse the State for all costs incurred thereby. This warranty shall be in effect throughout the term of the Contract and for three (3) months thereafter. Deficiencies properly noted before expiration of the warranty shall be covered regardless of such expiration. System modifications and other changes made during the Contract period shall also be covered by this warranty.

During the term of the Contract, the selected vendor covenants, represents and warrants to the State as follows:

1. The selected vendor shall perform all services in accordance with high professional standards in the industry.
2. The selected vendor shall use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services consistent with the attached service level agreements.
3. The selected vendor shall make commercially reasonable efforts to efficiently use any resources or services necessary to provide the services that are chargeable to the State.
4. The selected vendor shall make commercially reasonable efforts to perform the services in the most cost- effective manner consistent with the required level of quality and performance.
5. The selected vendor shall perform the services in a manner that does not infringe the proprietary rights of any third party.
6. The selected vendor has duly authorized the execution, delivery and performance of the Contract.
7. The selected vendor shall maintain all equipment and software for which it has maintenance responsibilities in good operating condition and will undertake all repairs and preventive maintenance in accordance with applicable manufacturer's recommendations.
8. The selected vendor shall not insert or activate any disabling code in the systems used to provide the services without the State's prior written approval.
9. The selected vendor warrants that, in performing the services and delivering any deliverables called for by this Contract, selected vendor shall not violate any Intellectual Property Rights of any third party, which warranty shall survive the expiration or termination of this Contract.
10. Any deliverables produced by or on behalf of the selected vendor shall conform in all material respects to their mutually agreed specifications.
11. Any technical documentation provided by the selected vendor for the HIX pursuant to any Project Plan or otherwise will describe the technical details of the HIX, and the procedures for operating and maintaining the HIX, in terms reasonably understandable to a suitably trained and experienced information technology professional.
12. The selected vendor shall make commercially reasonable efforts to ensure that no viruses, harmful code or similar items are coded or introduced into the HIX by or through the fault of any selected vendor Personnel.
13. The selected vendor shall follow State procedures for handling potential bio-hazardous mail threats to be followed by its employees working on the contract who are working in office space leased or owned by the State.

6.1.2.1 Development Warranties

For software developed specifically for the HIX, and for integration of all software in the HIX environment, the selected vendor shall provide a warranty for a period of at least 180 calendar days after full operational capability is declared by the State. The warranty support shall include analysis and diagnosis of all problems, problem correction, integrated testing of any warranty repair to ensure that it is complete and appropriate, regression testing to avoid other problems created by the warranty repair, and continued support should further utilization of the system determine that the problem solution has not effectively resolved the issue.

The HIX problem or issue is deemed under warranty if the problem is:

- Part of the project scope and the requirement was identified in any project documentations (Project management deliverables, project phase deliverables, meeting notes; or
- Any new or existing codes (programs, subroutines, modules, methods and etc.) that the selected vendor modified; or,
- The selected vendor modification(s) is negatively impacted the existing HIX functionality, data and performance.
- The warranty period begins for defect correction when the HIX fix, change or enhancement is initially installed in production. Warranty resolution is performed at no additional cost to the State.

In addition to the requirements stated above, the selected vendor's solution shall meet the following Development Warranty Requirements:

The selected vendor shall describe how they propose, through some combination of warranty, maintenance, support and other services, to provide the State with the assistance it requires to ensure that the HIX/IES and associated systems will function properly throughout the Project such that on the go-live date a then-current version of the HIX will be in place with appropriate support to ensure proper functioning on an ongoing basis, with all applicable fees identified.

The selected vendor shall describe the warranty services proposed in their offer including response times, what corrective action will be taken should issues arise, and any exceptions to the warranty coverage.

For all warranty items, the selected vendor must correct the source code so that it performs as designed.

The selected vendor shall provide a warranty on all tools utilized during the development of the HIX.

6.1.3 State Data Center Hosting Facility

As noted in the Scope of Work, the State requests vendors to consider (not required) hosting the HIX/IES in the State's Data Center. The Data Center also includes a mail room.

6.1.3.1 Data Center

The facility has 2000 sq. ft. of conditioned raised floor space (N+1 HVAC, Inergen fire suppression, UPS & Redundant Generators) with 1000 sq. ft. of un-conditioned raised floor space.

The Data Center is a Tier II Facility redundant power distribution paths serving the IT equipment, non-redundant capacity components, and redundant site infrastructure capacity components guaranteeing 99.741% availability.

The network and communications capacity within the State network and to the outside is as follows. The EOC in Warwick has a 150MB SONET ring to both the Capitol Hill complex in Providence, and the Pastore complex in Cranston that runs 40-50% utilized on average. Additionally, there are 2 point to point lit 1GB fiber lines from EOC to Providence and Cranston that are primarily used for our enterprise backup appliance. We have an engineering plan to start utilizing that more effectively for other general traffic as well. Our remote internal State agencies are connected to us in a variety of ways, from 50MB metro E connections, down to fractional T1's at 384k depending on their specific needs and budget. Our connectivity to the internet is currently 50MB, burstable to 100MB and we are running at almost 80% capacity. Any additional outside connectivity will require solution engineering.

The roles of State personnel who would regularly interface with the vendor are as follows. State personnel will not be involved in the support of the operations. It is expected that the vendor will provide staffing for all aspects of the hosting service needs. The State will only provide the Tier 2 computer room space.

There are twenty 8 x 10 office cubicles available for usage by the vendor.

6.1.3.2 Mail Room

The State's Data Center facility includes a mail room, where paper notices and letters are sent and received. If the vendor chooses to host the system in the State's Data Center, the State will continue to operate the mail room to satisfy InRhodes paper needs using state staff. The State's mail room is currently utilizing 20 year old technology and is not up-to-date, so the vendor must be prepared to upgrade the existing mailing equipment/system to meet HIX/IES business needs and comply with HIPAA requirements.

If the vendor chooses to host the solution elsewhere, they must provide the mail room facility, technology, and personnel to satisfy the business needs of the HIX/IES. The State Data Center mail room functionality will continue until the system is fully cutover to the new HIX/IES.

The intent of the HIX/IES is to move to a more paperless solution, but in the interim there is a considerable paper process to be handled. Phase 1 may require paper notifications for Medicaid notices/letters, but the implementation of Phase 2 will result in an increased volume of paper due to legal requirements for the various EOHHS and DHS programs.

7 Evaluation and Selection

7.1 Evaluation Approach

The State will commission a review team 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 the 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 reserves the right to contact individuals, entities, or organizations who have had recent contracts or relationships with the firm or staff proposed for this effort, whether or not they are identified as references, to verify that the vendor has successfully performed their contractual obligations in other similar efforts.

The Evaluation Committee will be responsible for evaluating the Technical and Cost Proposals, including the final scoring of all proposals, resolving compliance issues, and preparing the final report that recommends a Bidder for selection.

7.2 Evaluation Process

Proposals will only be evaluated if they are determined to be responsive, in compliance with all instructions listed in this RFP at Section 2: Procurement Rules and Section 3: Proposal Submission Requirements. If a proposal does not meet all the Mandatory Technical Proposal Submission Requirements, as listed in Appendix J to this RFP, it may be eliminated from further consideration.

The Evaluation Committee will review qualified proposals in two rounds. For round one, technical and cost proposals will be reviewed in accordance with the evaluation criteria described in Section 7.3 below. Top scorers will then be invited by the State to participate in a second round of review, where invited bidders shall provide oral presentations and demonstrations of their solutions. Reference checks may also be made.

Informed by these oral presentations and demonstrations as well as any updated technical and cost proposal submissions, the Evaluation Committee will then finalize the scores of each Bidder's Technical Proposal and Cost Proposal for tasks 1-8 and separately for task 9. The Committee will recommend an award to bidder with the highest scoring proposal for tasks 1-8 and to the bidder with the highest scoring proposal for task 9. Final selection will be on the basis of best value to the State and in the best interest of the State.

7.2.1 Evaluation of Proposals: First Round

The Evaluation Committee will review and score technical and cost proposals according to the evaluation criteria described in Section 7.3 below. The Evaluation Committee will review and score bids for each task, scoring Tasks 1-8 separately from Task 9. Final scores will combine technical and cost proposal results into a score for Tasks 1-8 and a score for Task 9.

7.2.2 Evaluation of Proposals: Second Round

Upon completion of the first round of evaluation of the responders, top scorers may be invited by the State to participate in a second round of evaluation, during which bidders shall provide oral presentations and demonstrations of their solutions. Reference checks may also be made.

The State may specify key personnel identified in the Bidder's proposal to participate in Oral Presentations. The questions to be asked of the personnel may include background and relevant experience, together with situational business related questions. The State will set the agendas for oral presentations and solution demonstrations, including providing scenarios for vendors to walk through to demonstrate key system functionality.

The Evaluation Committee will review and score the Bidders' updated technical and cost proposals according to the evaluation criteria described in Section 7.3 below.

7.2.3 Selection of Successful Bidder

The Evaluation Committee will combine the scores of each Bidder's Technical Proposal and Cost Proposal for tasks 1-8 and separately for task 9, awarding the bid to the highest scoring vendor or combination of vendors. Final selection will be on the basis of best value to the State and in the best interest of the State.

The Department of Administration's, Division of Purchasing Procurement Officer will notify the Apparent Successful Bidders and will post notice of award on the Division's website upon final award.

7.3 Criteria for Evaluation

7.3.1 Task Orders 1-8

For task orders 1-8, the following criteria will be evaluated for each proposal:

1. Relevant Experience 15 points

The Vendor must meet the minimum qualifications as described in Section 2 of this RFP. Evaluators will consider prior experience and expertise in the tasks described and the extent to which the vendor meets the minimum criteria. 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. Project Management and Organizational Capacity 15 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 present a plan for resources and level of effort that, in the State's best judgment, will accomplish each task effectively and efficiently. The State

will also score vendors highly who present an effective work plan for accomplishing each task.

3. Business Requirements 25 points

The State will evaluate the vendor's response to each business requirement described in Section 5 of this RFP. Vendors with significant existing functional capacity will be score highly.

4. Technical Requirements 20 points

The State will evaluate the vendor's response to each technical requirement described in Section 6 of this RFP. Vendors with systems that demonstrate significant flexibility and configurability will be scored highly.

5. Cost 25 points

Initial build, implementation, and ongoing costs will be evaluated. Cost scores will be normalized based on the lowest cost proposal.

7.3.2 Task 9

For task 9, the following criteria will be evaluated for each proposal:

1. Relevant Experience 20 points

The Vendor must meet the minimum qualifications as described in Section 2 of this RFP. Evaluators will consider prior experience and expertise in the tasks described and the extent to which the vendor meets the minimum criteria. 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. Project Management and Organizational Capacity 10 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 present a plan for resources and level of effort that, in the State's best judgment, will accomplish each task effectively and efficiently. The State will also score vendors highly who present an effective work plan for accomplishing each task.

3. Business Requirements 25 points

The State will evaluate the vendor's response to each business requirement described in Section 5 of this RFP. Vendors with significant existing functional capacity will be score highly.

4. Technical Requirements 20 points

The State will evaluate the vendor's response to each technical requirement described in Section 6 of this RFP. Vendors with systems that demonstrate significant flexibility and configurability will be scored highly.

5. Cost 25 points

Initial build, implementation, and ongoing costs will be evaluated for task order 9. Cost scores will be normalized to one another, based on the lowest cost proposal evaluated for task order 9.

7.4 Contract

The State will require the selected vendor(s) to participate in contract negotiations regarding the terms and conditions of the contract(s). Upon resolution of the final negotiations, the State will prepare final contract(s). If for any reason the State and the apparent successful vendor(s) are unable to reach agreement of the terms and conditions of a contract, the State may then proceed to negotiate a contract with the vendor with the next highest rated proposal for the appropriate Tasks (either 1–8 or 9). The State may cancel negotiations entirely at any time at the exclusive discretion of the State.

The State intends to enter into a single contract for the UHIP scope of work. Should the apparent successful vendor for task order 9 not be part of a comprehensive proposal for all nine task orders, the State reserves the right to request that the apparent successful vendor for task orders 1 – 8 subcontract with the selected vendor for task order 9. Should the vendor decline the State's request, the State reserves the right to award any and all tasks to the next qualified bidder(s).

In order to secure maximum FFP and State matching funds, a contract award is contingent upon both federal and State of Rhode Island reviews and approvals. Every effort will be made by the State, both before and after selection, to facilitate rapid approval. The State will obtain all required State and federal approvals prior to start of work by the vendor(s).

8 Contract Terms and Conditions

By signing and submitting its proposal, the vendor agrees to be bound by all the terms contained in this RFP. This includes the:

- State's General Conditions of Purchase (Section 8.1 of this RFP); and
- Information Technology (IT) Terms and Conditions (Section 8.2 of this RFP).

Contract terms and conditions are defined in the following sections.

8.1 State's General Conditions of Purchase

The State's General Conditions of Purchase contain the specific contract terms, stipulations, and affirmations to be used for the Contract awarded to the Contractor for this RFP. The State's General Conditions of Purchase may be found at www.purchasing.ri.gov and are listed as Appendix A to this RFP.

8.2 Supplemental Terms and Conditions

The State's proposed contract terms and conditions in their entirety for this specific engagement will be issued as addendum to this RFP as soon as possible. Additionally, the State requires the following:

8.2.1 Service Level Agreements

The State will monitor the Contractor's performance during implementation, Maintenance and Operations using a performance reporting system to be implemented by the Contractor. Each SLA presented in this RFP in Appendix S establishes the performance level expected by the State in a particular area. KPIs are identified within each SLA and are to be measured and reported each month by the Contractor.

8.2.2 Insurance Requirements

Throughout the term of this Contract, the Contractor, and any Subcontractor where required, shall procure and maintain, at its own cost and expense, and provide annually to the State certificates of insurance evidencing the following:

General comprehensive liability insurance policy based on Insurance Services Office (ISO) policy forms or equivalent forms with the following minimum coverage on an occurrence basis with respect to the Services and other operations performed pursuant to this Contract by Contractor and its employees agents, suppliers, agents and invitees:

Bodily Injury and Property Damage	\$1,000,000 each occurrence
	\$1,000,000 annual aggregate
Products and Completed Operations	\$1,000,000 each occurrence
	\$1,000,000 annual aggregate

Contractual Liability and Property Damage	\$1,000,000 each occurrence \$1,000,000 annual aggregate
Independent Contractors	\$1,000,000 each occurrence \$1,000,000 annual aggregate
Personal and Advertising Injury	\$1,000,000 each occurrence \$1,000,000 annual aggregate

Vehicle liability insurance using ISO or equivalent forms with the following minimum coverage with respect to the operations by anyone with the permission of the Contractor or subcontractor including coverage for owned, non-owned and hired vehicles and equipment:

Bodily Injury	\$1,000,000 each occurrence
Property Damage	\$1,000,000 each occurrence
Combined Single Limit	\$1,000,000 per occurrence

A Technology Errors and Omissions Policy or Professional Liability Policy in the amount of at least \$1,000,000 each occurrence and \$1,000,000 annual aggregate arising out of or resulting from the performance of Services under this Contract covering: Errors and Omissions, Product Failure, Security Failure, Professional Liability and Personal Injury. Insured will include any individual who is an agent or independent contractor while acting within the scope of his or her contract with the named insured under the Contract.

Workers compensation insurance for Contractor and any Subcontractor as required by applicable federal and State law, including employer's liability:

Employers Liability	\$500,000 each accident
Disease limit each employee	\$500,000 each accident
Disease Policy Limit	\$500,000 each accident

Commercial Crime Policy covering all Contractor's officers and employees with a limit of \$1,000,000 for Employee Theft, \$1,000,000 for Computer Fraud and \$1,000,000 Funds Transfer Fraud, all per occurrence and annual aggregate. Contractor shall make State a joint loss payee under the Commercial Crime Policy, for their respective interests, during the term of the Contract.

Under Contractor's property insurance in the event that information of the State is being stored or worked upon not on State property, or software is being prepared, developed or modified not on State Property, the State requires the Contractor have no less than \$250,000 in Electronic Data Processing Equipment and Extra Expense insurance in order

that the software and data belonging to the State if damaged shall be expeditiously restored to its original format and content.

The State of Rhode Island, the Health Benefits Exchange, DHS, and EOHHS shall be listed as an additional insured on Contractor's Liability Policies. Contractor shall submit to the State a copy of the policy endorsement evidencing the State, the Exchange, DHS, and EOHHS as additional insureds.

Contractor and any Subcontractor agree to a waiver of subrogation.

Certificates of Insurance, acceptable to State, shall be submitted to State upon execution of this Contract and shall be renewed upon expiration of the policies. Certificates shall indicate that the coverage required is in effect. If the State is damaged by Contractor's failure to maintain insurance, then Contractor shall be responsible for all reasonable costs or damages attributable thereto. All policies shall be issued by companies authorized to write this type of insurance under the laws of the State of Rhode Island. Any and all deductibles, self insurance or self-insured retention contained in any insurance policy shall be assumed by and at the risk of Contractor. Any such deductible, self-insurance or self-insured retention shall be less than or equal to Ten Thousand and 00/100 (\$10,000.00) Dollars.

Notice of cancellation or alteration of any kind of insurance referenced above will be sent by the issuing company to State within thirty (30) days prior to cancellation. Failure of Contractor to so notify the State shall constitute an event of default under this Contract.

A provision that Contractor's insurance shall be primary as respect to any insurance, self-insurance ,or self-retention maintained by the State and shall be in excess of the Contractor's insurance and shall not contribute.

The State will be defended, indemnified, and held harmless (including attorney's fees and costs) to the full extent of any coverage actually secured by Contractor in excess of the minimums set forth herein. The duty to indemnify the State under this Contract shall not be limited by the insurance required in this Contract.

The Purchasing Agent reserves the right to consider and accept alternative forms and plans of insurance, to waive any requirement or to require additional or more extensive coverage for any individual requirement.

ADDITIONAL INFORMATION RELATED TO THIS SOLICITATION IS RELEASED. THAT INFORMATION IS POSTED, AND ACCESSIBLE, AS DISK BASED.

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”.