

**STATE OF NORTH DAKOTA
State Procurement Office
14th Floor, 600 E. Boulevard Avenue
Bismarck, ND 58505-0310
701-328-1721**

INFORMAL REQUEST FOR PROPOSAL FOR SERVICES

SOLICITATION NUMBER AND TITLE: 110.7-13-064, Medicaid Call Center, Eligibility Application Data Entry, and Processing

ISSUE DATE: [October 23, 2013](#)

DEADLINE FOR QUESTIONS: [12:00 PM CT, October 28, 2013](#)

DEADLINE FOR RECEIPT OF PROPOSALS: [12:00 PM CT, November 4, 2013](#)

Purpose of the RFP

The State of North Dakota, acting through its Department of Human Services, Medical Services Division, (STATE) is soliciting proposals for Medicaid Call Center, Eligibility Application Data Entry, and Processing.

Offerors are not required to return this form.

Procurement Officer: Maggie Anderson

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SECTION ONE – INTRODUCTIONS AND INSTRUCTIONS

1.01 Purpose of the RFP

The State of North Dakota, acting through its Department of Human Services, Medical Services Division, (STATE) is soliciting proposals for Medicaid Call Center, Eligibility Application Data Entry, and Processing.

1.02 Contact Person

The procurement officer is the point of contact for this RFP. Vendors must direct all communications regarding this RFP to the procurement officer. Unauthorized contact regarding the RFP with other STATE employees may result in the STATE disqualifying the vendor. The STATE may also suspend or disbar vendor from the state bidders list.

Offerors with a disability that need accommodation should contact the procurement officer so the STATE can make reasonable accommodations.

PROCUREMENT OFFICER: Maggie Anderson

PHONE: 701-328-2538

FAX: 701-328-1545

TTY Users call: 7-1-1

E-MAIL: manderson@nd.gov

1.03 RFP Schedule

This schedule of events represents the STATE's best estimate of the schedule for this RFP.

RFP Issued	10-23-2013
Deadline for questions, clarification requests, or objections (Central Time):	10-28-2013 at 12:00 p.m. CT
Responses to questions/RFP amendments (if required) issued approximately:	10-29-2013
Proposals due by (Central Time):	11-04-2013 at 12:00 p.m. CT
Proposal evaluation completed by approximately:	11-06-2013
STATE issues Notice of Intent to Award a Contract approximately:	11-06-2013
STATE issues contract approximately:	11-13-2013
Contract start approximately:	11-13-2013

1.04 Proposal Submission Instructions

Offerors may submit proposals in person, by mail, delivery service, fax, or email as follows:

Medicaid Call Center, Eligibility Application Data Entry,
and Processing

RFP Number: 110.7-13-064

ATTN: Maggie Anderson

600 E Boulevard Ave., Dept 325

Bismarck, ND 58505-0250

FAX NUMBER: 701-328-1545

EMAIL ADDRESS: manderson@nd.gov

The STATE must receive the Offeror's proposals no later than the proposal due date and time in the RFP schedule for deadline of receipt. The STATE will not publicly read the proposals at the opening.

Offerors assume the risk of the method of dispatch chosen. The STATE assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the STATE. Offerors are responsible for ensuring the proposal is delivered to the STATE by the deadline. Late proposals or amendments will not be opened or accepted for evaluation.

1.05 Deadline for Receipt of Questions and Objections

Offerors must carefully review this solicitation, the contract, and all attachments for defects, questionable, or objectionable material. All questions must be in writing and directed to the STATE, addressed to the procurement officer, and cite the RFP number. The procurement officer must receive these written requests by the deadline specified in the RFP schedule. Protests based on the content of the solicitation may be disallowed if these faults have not been brought to the attention of the procurement officer, in writing, at least seven days before the deadline for receipt of proposals.

If the question may be answered by directing the questioner to a specific section of the RFP, then the procurement officer may answer the question over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make this determination. Oral communication is considered unofficial and non-binding on the STATE.

The successful Offeror will be required to sign the contract and Business Associate Agreement attached to this solicitation and comply with all contractual terms and conditions, including indemnification and insurance requirements.

1.06 RFP and Amendments - Website

This RFP, and any amendments or notices related to this RFP, will be posted to the ND State Procurement office **Website:** <http://www.nd.gov/spo/vendor/registry/> Notice will be provided to approved bidders.

If an amendment to this RFP is issued, it will be provided to all offerors that were sent a copy of the RFP and to those that have requested a copy of the RFP from the procurement officer.

1.07 Approved Bidder Registration Requirements

The successful bidder will be required to become registered as an Approved Bidder within 30 days. Proposals will be accepted from bidders who are not registered at the time of the deadline for receipt of proposals. If the successful bidder fails to register by the deadline, their proposal will be rejected and award will be made to the next highest scoring bidder.

North Dakota law (N.D.C.C. § 54-44.4-09) requires that every person or entity that desires to bid or submit a proposal for contracts for commodities or services be an approved vendor in order to be placed on the State's bidders list. To become an approved vendor, offerors must:

- 1) Registered with the North Dakota Secretary of State (fees apply) by contacting 701-328-4284 or visit: <http://www.nd.gov/sos/businessserv/>
- 2) Register as an Approved Bidder with the North Dakota State Procurement Office by contacting 701-328-2683 or visit: www.nd.gov "Get Registered"

The commodity codes that will be used for this solicitation are:

920,952,953 (sub-class 52) and 918 (sub-classes 32,49,58,67,69 and 75).

1.08 STATE Not Responsible for Preparation Costs

The STATE will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

1.09 Amendments to Proposals and Withdrawals of Proposals

Offerors may amend or withdraw proposals prior to the deadline set for receipt of proposals. No amendments will be accepted after the deadline unless they are in response to the STATE's request. After the deadline, Offerors may make a written request to withdraw proposals and provide evidence that a substantial mistake has been made. The procurement officer may permit withdrawal of the proposal upon verifying that a substantial mistake has been made, and the STATE may retain the Offeror's bid bond or other bid type of bid security, if one was required.

SECTION TWO - BACKGROUND AND SCOPE OF WORK

2.01 Background

The STATE needs to establish a contract for this service to staff a help desk call center, input the data from paper Medicaid eligibility applications, and process Medicaid eligibility applications. The STATE estimates that 20,000 individuals are eligible for Medicaid Expansion coverage. Due to individual choice, and as a result of a delay in the STATE's eligibility system being available for on-line submission, the STATE is expecting clients to submit paper applications. The applications will be submitted to 53 county offices and the STATE eligibility determination office.

2.02 Scope of Work

The successful Offeror shall perform all services described in this RFP in accordance with all applicable federal and state statutes, regulations, and rules. The successful Offeror shall ensure the involvement and use the input of the STATE as appropriate throughout the term of the contract.

The successful Offeror shall be responsible for entering data from eligibility applications, processing applications, adding applicant's information to the STATE determination notification system, confirming enrollment in a managed care plan, maintaining a toll-free call center, providing customer service, and re-determining eligibility.

All materials and documentation produced in the course of the contract work shall be delivered to the STATE in the required formats, as needed during the contract work period, according to the work plan.

A. General Requirements

1. Confidential Information

The successful Offeror shall collect, use, and store confidential information. The successful Offeror shall maintain confidentiality of client information and any procurement, contracting or program information that the STATE has designated as confidential, draft or nonpublic, in accordance with applicable STATE and federal confidentiality laws and regulations. The successful Offeror shall keep no copies or files of confidential client information at the expiration or termination of the contract which results from this RFP, but shall return all confidential information.

Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the successful Offeror shall protect the confidentiality of all materials that are maintained in accordance with the contract, which will result from this RFP. The successful Offeror shall execute a HIPAA Business Associate agreement, which has been attached. Except for officially approved purposes directly connected with the administration of the contract, which will result from this RFP, no information about (or obtained from) any client in possession of the successful Offeror shall be

disclosed to any party other than the STATE in a form that identifies the client, without prior written consent of the client or a minor's parent or guardian. The successful Offeror shall maintain comprehensive confidentiality policies and procedures approved by the STATE.

2. Disaster Recovery and Contingency Plan

The successful Offeror shall have a written Disaster Recovery and Contingency Plan, which shall detail alternative options for providing the eligibility, enrollment, and customer services described in this RFP in the event of a natural or man-made disaster. The plan shall detail alternative headquarter sites in case of disaster, which disables the successful Offeror's facility. The plan shall also detail how the program data systems will be transferred to the new location and the process for staffing the new facility. The plan shall detail a program telephone system-failure contingency and telephone over-flow contingency when program systems are inoperable or overwhelmed by call volume.

B. Call Center Operations

Starting on or after November 13, 2013, the successful Offeror will provide call center services. The STATE is committed to ensuring that applicants and enrollees receive prompt and accurate responses to inquiries. The successful Offeror shall be responsible for installing, operating, and monitoring an automated call distribution system.

The successful Offeror is not expected to have dedicated staff for STATE for the Customer Service Telephone Call Center; however, the successful Offeror must meet the requirements of this RFP with the staffing plan proposed.

The call center must:

1. Provide a toll-free telephone number that North Dakota Medicaid applicants and enrollees may call to have eligibility and enrollment questions answered.
2. Accept Medicaid applications via telephone, using the fillable PDF application (<http://www.nd.gov/eforms/Doc/sfn01909.pdf>) to enter information as provided during the telephone call from a potential enrollee.
3. Effectively manage all calls received and assign incoming calls to available staff in an efficient manner.
4. Provide greeting messaging when necessary and informational messages when the caller is on hold.
5. Provide a message that notifies callers that calls may be monitored by the successful Offeror and STATE for quality control purposes.
6. Record calls to assess whether answered accurately in order for STATE to audit for quality assurance and re-train staff if applicable.
7. Measure the number of calls in the queue at peak times and the length of time callers are on hold.
8. Measure the total number of calls and average calls handled per day/week/month.
9. Measure the total number of lost calls (i.e. abandonment rate).

10. Provide “live” operator assistance between the hours of 8:00 a.m. to 6:00 p.m., Monday through Friday, Central Standard Time, and twenty-four (24) hour, seven (7) day-per-week voice message service for after-hours coverage.
11. Provide bilingual, multilingual, and TTY services for applicants and enrollees with special needs.
12. Maintain an automated logging system to track and report telephone service performance areas (i.e., volume, response time, abandonment time).
13. Provide a back-up telephone system that shall operate in the event of line trouble or other problems so that access to the telephone lines are not disrupted.

The successful Offeror shall devote sufficient resources and establish appropriate performance standards to ensure prompt response to caller inquiries. The successful Offeror shall:

1. Ensure that the average telephone wait time in the queue shall not be longer than sixty (60) seconds for ninety-five percent (95%) of calls.
2. Ensure that the lost (dropped) call rate shall not exceed five percent (5%), except in the case of communications system failures beyond the successful Offeror’s control.
3. Return all after-hour messages within two (2) business days of receipt of the call.

C. Application Data Entry and Processing

Receipt of Applications

Starting on or after November 18, 2013, the successful Offeror will provide data entry services and, starting on or after November 19, 2013, process North Dakota Medicaid Modified Adjusted Gross Income Applications. STATE is exploring various contingency application determination solutions, which would be used by the successful Offeror for the determination work under this RFP. Once a solution is selected, an amendment will be made to this RFP.

Offeror will be expected to enter data into the STATE’s eligibility system, and possibly, depending on the contingency solution selected, into the contingency application determination solution.

STATE will provide training to the successful Offeror on North Dakota Modified Adjusted Gross Income processing rules and guidelines. The duration of the training is expected to be 2 days. Training can be provided remotely using webinar and conference call lines.

1. Paper
2. Fillable PDF

3. Applicants assessed as Medicaid eligible from the Federally Facilitated Marketplace

STATE will be responsible for scanning paper applications and making applications available via secure access to the STATE's Filenet system.

Once a determination is made, the successful Offeror will enter the minimum necessary fields into the STATE determination notification system. This system will generate the notices to applicants about the determination on their application, and will confirm their selection of a managed care plan (Medicaid Expansion enrollees only).

Successful Offeror would be expected to validate the content of 100% of the notices prior to their release. Once the notice is released by the Successful Offeror, the STATE will print and mail the notices to the applicants.

Screening Applications

The successful Offeror shall review application information received from the applicant for completeness.

Follow-up on Incomplete Applications

If there is inadequate information submitted with the application, the successful Offeror shall make at least two (2) attempts to reach the applicant through telephone contact (or mail, if client does not have a telephone) to obtain the missing information. In addition, documentation must be kept regarding the date of follow-up and steps taken to retrieve the inadequate information.

The successful Offeror shall process all applications within the following guidelines:

1. Approve, deny or pend (suspend for information needed to complete an application) ninety-five percent (95%) of all applications within fourteen (14) calendar days of receipt.
2. Approve or deny all applications, including renewals, within forty-five (45) calendar days from the date of the receipt.
3. Monitor and assure accuracy of eligibility data entry within a ninety-five percent (95%) accuracy rate.

D. Monthly Reports

1. Executive Summaries – The successful Offeror shall submit to the STATE a monthly enrollment report on the 10th day of each month, which includes:
 - Total applications received;
 - Total applications approved;

- Total applications denied;
- Total applications approved for Medicaid;
- Total pending applications;
- Pending applications broken out by reasons for pending;
- Applications received by received date, complete, incomplete and total;
- Total applications received by type, new, renewal and total;
- Total Applicants received by date and type;
- Applicants denied by reason; and
- Applicants terminated by reason (ex. other insurance, age 19).

2. Quality Assurance Reports – Should this contract be extended past the initial 60 days, random queries shall be conducted for quality assurance. The successful Offeror shall randomly select from two (2) months of data to assess the accuracy of eligibility determination of approved files and two (2) months of data to assess denied determinations. Assessments of approved files and denied files will alternate by month. All assessments shall have an accuracy standard of ninety-five percent (95%). These assessments are based on criteria set forth in conjunction with the STATE.
3. Application Aging Reports - The successful Offeror shall provide the STATE with a report that documents the age of applications in the following categories: 0–30 days old, 30–60 days old, and 60–90 days old.
4. Customer Call Center Reports – By the 5th day of the month, the successful Offeror shall provide the STATE with a report detailing Customer Call Center activities and analyses for the prior month. The report shall be submitted in formats established by the STATE in consultation with the successful Offeror, and shall include measurements of all Customer Call Center performance requirements including, but not limited to:
 - a. Number of Calls Answered Report that calculates the total number of calls.
 - b. Lost (Dropped) Call Rate Report that calculates the total number of lost calls.
 - c. Wait Time Report that calculates the average waiting time for all calls.
 - d. Line Availability Report that calculates the number of lines available per day over the course of the previous month.
 - e. Breakdown of type of calls by category according to call center trends.
 - f. Analysis of call center trends based on above breakdown and other findings.
 - g. Grievances Summary Report of number and types of appeals (categorized) and a Grievance Report, providing categories of grievances and their resolution (denied, resolved). This report may be in aggregate form and shall include an analysis of trends.
 - h. First Time Callers and how they heard about the program.

5. Information Services and Analyses Reports - The successful Offeror shall provide the STATE with a report detailing information services activities and analyses for the prior month. The reports shall include, but not be limited to:

- A section by section summary of each deliverable in the information services portion of the statement of work;
- For any activity causing system performance impact, an attachment providing details of that activity; and
- For each systems development effort, an attachment detailing progress.

E. Complaints and Grievances

The successful Offeror shall be responsible for the resolution of informal and formal complaints regarding eligibility and enrollment issues. The successful Offeror shall facilitate the resolution of grievances in accordance with policies and procedures as set by the STATE. The successful Offeror shall:

1. Have a written policy and procedures for handling complaints and grievances. The policy and procedures shall be reviewed and approved by the STATE prior to implementation.
2. Identify a specific individual who is responsible for investigating and resolving complaints in an objective and efficient manner.
3. Provide information and assistance to the applicants regarding the process for initiating and resolving complaints and grievances.

F. Performance Standards – Liquidated Damages

The successful Offeror is expected to perform at predetermined levels of accuracy, timelines, and administrative effectiveness. In the event of failure to perform, the STATE shall have the right to assess liquidated damages. A performance failure is defined as any failure by the successful Offeror to meet specified performance requirements when such failure is not due to circumstances beyond the successful Offeror's control. Any liquidated damages assessed may be deducted from fees due to the successful Offeror for services satisfactorily performed.

Failure to perform in accordance with the following performance standards may result in the assessment of the liquidated damages listed below:

1. Application Processing

- a. If in any month the successful Offeror fails to approve, deny or pend (suspend for information for the completion of an application) ninety-five percent (95%) of all applications, including renewals within fourteen (14) calendar days from receipt date of the application, the successful Offeror may be subject to assessment of liquidated damages not to exceed \$2,000 for each month within the contract year during which the standard

was not achieved.

- b. All applications, including renewals, shall be approved or denied within forty-five (45) calendar days of the original date received by the successful Offeror. Should the successful Offeror fail to achieve this standard in any month, the successful Offeror may be subject to assessment of liquidated damages, not to exceed \$2,000, for each month within the contract year during which the standard was not achieved.
- c. If the successful Offeror fails to achieve ninety-five percent (95%) accuracy on data entry, the successful Offeror may be subject to assessment of liquidated damages, not to exceed \$4,000, for each month within the contract year during which the standard was not achieved.

2. Customer Service

- a. If in any month the successful Offeror fails to maintain an average waiting time of less than sixty (60) seconds for ninety-five percent (95%) of calls, the successful Offeror may be subject to assessment of liquidated damages, not to exceed \$2,000, for each month within the contract year during which the standard was not achieved.
- b. The successful Offeror shall maintain a lost call rate of less than five percent (5%) in any month, or the successful Offeror may be subject to assessment of liquidated damages, not to exceed \$2,000, for each month within the contract year during which the standard was not achieved.

2.03 Contract Schedule

The schedule for the contract is described below. The successful Offeror must notify the STATE, in writing, if any of these dates indicated in this schedule cannot be met.

- Estimated contract award date: **11-06-2013**.
- The anticipated contract period will be **11-13-2013** thru **01-07-14**.
- The contract may be extended for up to an additional 16 months in renewal periods of **60 days each time** if additional time is needed, upon mutual written agreements of both parties as a written amendment to the contract.
- "Kick off" conference call/meeting: **11-8-2013**.

2.04 Experience and Qualifications Requirements

The successful Offeror must meet the following experience and qualification requirements in order to be considered responsive. A proposal from an Offeror that does not meet minimum requirements will be rejected.

- The successful Offeror must have experience in providing goods and services similar to those described in the scope of work for a minimum of **1 year**.

SECTION THREE - PROPOSAL FORMAT AND CONTENT

3.01 Proposal Format

The STATE discourages overly lengthy and costly proposals; however, in order for the STATE to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

I. Introduction

Proposals must include the complete name and address of Offeror's firm and the name, mailing address, and telephone number of the person the STATE should contact regarding the proposal.

Proposals must confirm that the Offeror will comply with all provisions in this RFP. The proposal must disclose any instances where the firm, or any individual working on the contract, has a possible conflict of interest and, if so, the nature of that conflict (e.g. employed by the State of North Dakota).

Proposals must be signed by a company officer empowered to bind the company. An Offeror's failure to include these items in the proposal may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

II. Plan for Accomplishing the Scope of Work

For each of the categories identified in the Scope of Work, Offerors must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project, deliverables, project schedule, and contract terms and conditions. Offerors must also identify any pertinent issues and potential problems related to the project. Offerors must provide comprehensive narrative statements that set out the methodology it intends to employ to accomplish the work and provide the deliverables described in the scope of work within the State's project schedule.

Offerors must provide the following information organized in this format:

A. General Requirements

1. Describe how the confidentiality of clients will be safeguarded. At a minimum include information on your organization's policies and procedures for the protection of confidential material and data storage as attachments to your Technical Proposal. Confirm that the requirements of the HIPAA Business Associate Agreement will be satisfied.
2. Identify the location where your organization would physically provide services under this RFP. Provide detail of the physical size of the facility and the appropriateness of the site and location, including the current ownership of the proposed facility.

3. Describe how you shall implement your proposed Security, Disaster Recovery and Contingency Plan, and provide an outline of your Plan with a brief summary of each key component.

B. Medicaid Call Center

1. Describe your staffing plan for the Customer Call Center operations. What provisions are made for staffing during peak hours?
2. Provide examples of the responses (e.g., verbal responses, referrals, or follow-up written materials) your staff would make to the following types of help line calls (one example per type of call):
 - Request for information on how to enroll in the ND Medicaid program; and
 - Request for assistance in completing an application over the telephone.
3. What is the organization's capacity for handling telephone inquiries from applicants and enrollees (including those with special needs or non-English language speakers)? Where will your telephone operations be located? What happens to a caller if all operators are busy? How will you respond to after-hours calls?

C. Application Data Entry and Processing

1. Describe your procedures for monitoring the accuracy of the data entry of eligibility determinations. What steps will be taken when problems are identified?
2. Describe how the Offeror will process applications and facilitate manual enrollments to ensure all STATE requirements are met. Please include a proposed staffing model for Eligibility and Enrollment Operations.
3. Provide a flowchart and timeline depicting the major activities from receipt of an application through determination of eligibility, enrollment and renewal. Include steps for handling incomplete applications.
4. Describe how you will determine how many customer service staff you need to manage the requirements of this contract. Describe capacity to handle volumes above the normal including what is your maximum capacity?

D. Monthly Reports

1. What mechanisms will you put in place to ensure the accurate and timely delivery of all requested reports and information, including ad hoc reports?
2. Describe methods of analyzing the data and providing analyses and trend information to the STATE, including making recommendations for programmatic changes based on these analyses. Include with your bid an example of a healthcare analysis report your organization has developed specific to enrollment processing.

E. Complaints and Grievances

1. How will complaints and grievances be handled?
2. What are the methods to be used for tracking and reporting?
3. Who will be responsible for this?

F. Performance Standards

1. Describe how the Performance Standards will be met.
2. Indicate whether or not your firm will agree with the liquidated damages provisions.

III. Experience and Qualifications

- A. Describe your company's experience in providing goods and services similar to those described in the Scope of Work, including the years and months of experience to demonstrate that your firm and employees who will be doing the work meet the minimum experience requirements.
- B. Describe your ownership and organizational structure (insurance company, parent companies, affiliates, profit/nonprofit status, subsidiaries, etc.). Indicate which divisions shall be responsible for the work described in this RFP.

Provide the following information regarding your organization:

1. Provide a list of the directors, executive officers, and board of directors. Provide a copy of your by-laws, management agreement, policies and procedures, delegation of contracting authority, or other documentation of the authority of the individual who will sign the contract to bind the organization.
- C. Provide evidence of the Offeror's litigation history, including:
1. Whether any lawsuits have been filed against your organization in the last three (3) years with respect to your organization's provision of services similar to those being requested in this RFP?
 2. Whether any judgments have been entered against your organization, or settlements entered into, in the last three (3) years in a case that involved your organization's provision of services similar to those being requested in this RFP?
 3. Is there any other currently pending litigation against your organization, regardless of filing date, with respect to your organization's provision of services similar to those being requested in this RFP?

4. If you have answered any of these questions in the affirmative, provide all identifying information, including court and case number for any lawsuit. For any lawsuit identified here, please describe the issues, the current status, and the final outcome (if any). Please provide all relevant dates, such as filing date and date of judgment or settlement.
- D. Describe, in detail, the senior management team and the number of employees proposed in each of the divisions that would be responsible for providing the services for this RFP, and provide an organizational chart. Organizational charts should show placement of the operations within the Offeror's organization, and the organization's liaison with the STATE and other entities such as subcontractors, other contractors, and agencies of the state, and partners and co-operators named in the Offeror's proposal.
- E. Provide as an appendix a one-page vita for each key staff person who will provide services under this contract. Include name, location, title, and a brief description of each individual's responsibilities, health care experience, eligibility experience, and previous social service commitments, such as volunteer work and educational background. Be sure to include the following individuals:
1. Staff who have decision-making authority;
 2. Staff assigned responsibility for implementation;
 3. Name of individual(s) and title(s) who will handle the contract negotiations;
 4. Contract Liaison;
 5. Customer Service Officer; and
 6. Key personnel of any subcontractors.
- F. Provide the following information for a minimum of three (3) clients for which work of similar type and scope has been performed in the past three (3) years.

For each reference, the Offeror shall provide:

1. Client name and address;
 2. Primary and secondary contact people and contact information, including telephone numbers and addresses;
 3. Dollar value of engagement;
 4. Scope and complexity of the project tasks and deliverables;
 - Description of the major work plan tasks
 5. Number of transactions required per year for the work and specific types of services provided;
 6. Time period of project;
 7. Scheduled and actual start and completion dates for major work plan tasks and deliverables;
 - Names and titles of key personnel; and
 - Major subcontractors and the tasks for which they were utilized.
- G. Provide detailed statements of experience for each identified, major

subcontractor (i.e., any subcontract expected to be greater than \$100,000) in the same level of detail as required above.

G. What is the training and experience level of the average customer service representative in the Offeror's or subcontractor's office that will handle the ND Medicaid account?

IV. Cost Proposal

Cost proposals must include an itemized list of all direct and indirect costs associated with the performance of the contract, including total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit. Offerors should describe any discount terms for prompt payment. Discounts for prompt payment will not be considered in evaluating cost.

Please describe monthly costs for providing all services described in the Scope of Work:

- A. Monthly cost for the Call Center
- B. Monthly cost for Data Entry
- C. Monthly cost for Application Processing

All costs associated with the contract must be stated in U.S. currency. Any commodities being imported must be identified, and the price must include any applicable customs, brokerage agency fees, and duties.

Required Enclosures

Offerors must provide all documents, samples, or other information specifically required in this RFP.

SECTION FOUR - EVALUATION AND AWARD

4.01 Evaluation of Technical Proposals

Proposals received will be evaluated against the following criteria:

Evaluation Criteria for Services

1. Quality of the Plan for Accomplishing the Work __ **40 points**
2. Experience and Qualifications _____ **30 points**

This is a Sample Rating Scale

Rating Scale (50 POINT Maximum)	
Point Value	Explanation
0-10	None or Poor. Not addressed or response of no value
11-20	Fair. Limited applicability
21-30	Good. Some applicability
31-40	Very Good. Substantial applicability
41-50	Excellent. Total applicability

4.02 Evaluation of Cost Proposals

Any prompt payment discounts terms proposed by the offeror will not be considered in evaluating cost. Cost will be **30 points** of the evaluation process.

The cost amount used for evaluation may be affected by the application of North Dakota preference laws (N.D.C.C. § 44-08-01). The preference given to a resident Offeror will be equal to the preference given or required by the state of the non-resident Offeror (i.e. reciprocal preference). For evaluation purposes, the cost proposal of the nonresident offeror will be increased by the same percentage of preference given to vendors resident in that state. For example, if the state law of the non-resident Offeror requires a 5% preference for vendors resident in that state, the procurement officer will increase that offeror's cost proposal by 5% before evaluation. Contact the State Procurement Office at 701-328-2683 for assistance in applying the state preference law.

After applying any reciprocal preference, the lowest total cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined as follows:

Price of Lowest Total Cost Proposal
Price of Proposal Being Rated

$\times$ Total Points for Cost Available = Awarded Points

4.03 Disclosure of Proposal Contents and Compliance with North Dakota Open Records Laws

All proposals and other material submitted become the property of the STATE and may be returned only at the STATE's option. All proposals and related information, including detailed cost information, are exempt records and will be held in confidence until an award is made, in accordance with N.D.C.C. § 54-44.4-10(2).

Offerors may make a written request that trade secrets and other proprietary data contained in proposals be held confidential. Material considered confidential by the offeror must be clearly identified, and the offeror must include a brief statement that sets out the reasons for confidentiality. See the North Dakota Office of the Attorney General website for additional information. <http://www.ag.state.nd.us/OpenRecords/ORM.htm>.

After award, proposals will be subject to the North Dakota open records law. Records are closed or confidential only if specifically stated in law. If a request for public information is received, the procurement officer, in consultation with the Office of the Attorney General, will determine whether the information is an exception to the North Dakota open records law, and the information will be processed appropriately.

4.04 Evaluation of Proposals

All proposals will be reviewed to determine if they are responsive to the requirements of this solicitation. The procurement officer, or an evaluation committee, will evaluate responsive proposals. The evaluation will be based solely on the evaluation factors set forth in this RFP. The evaluation will consider information obtained subsequent to any discussions with offerors determined to be reasonable for award and any demonstrations, oral presentations, or site inspections, if required in this RFP.

4.05 Right of Rejection – Minor Informalities

The STATE reserves the right to reject any proposals, in whole or in part. Proposals received from debarred or suspended vendors will be rejected. The procurement officer may reject any proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the STATE. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counter-offer and the proposal may be rejected.

The procurement officer may waive minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;

- are insignificant, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision,

The STATE reserves the right to reject any proposal determined to be not responsive, and to reject the proposal of an offeror determined to be not responsible. The STATE also reserves the right to refrain from making an award if it determines it to be in its best interest.

4.06 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer, or the proposal evaluation committee, are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal and determine responsiveness to the RFP requirements. Clarifications may not result in a material or substantive change to the proposal. The initial evaluation may be adjusted because of a clarification under this section.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

4.07 Discussions and Best and Final Offers

The STATE may conduct discussions or request best and final offers with Offerors that have submitted proposals determined to be reasonably susceptible for award. The STATE is not obligated to do so, therefore, vendors should submit their best terms (cost and technical). The purpose of these discussions is to ensure full understanding of the requirements of the RFP and the offeror's proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the proposal evaluation committee. If modifications to the proposal are made as a result of these discussions, the modifications must be put in writing.

Offerors with a disability needing accommodation should contact the procurement officer, prior to the date set for discussions, so that reasonable accommodation can be made.

4.08 Contract Negotiation

After final evaluation, the procurement officer may negotiate with the Offeror of the highest-ranked proposal. Negotiations, if held, will be within the scope of the request for proposals and limited to those items that would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for

negotiations in a timely manner, or fails to negotiate in good faith, the STATE may terminate negotiations and negotiate with the Offeror of the next highest-ranked proposal. If contract negotiations are held, the Offeror will be responsible for all cost including its travel and per diem expenses.

4.09 Notice of Intent to Award - Offeror Notification of Selection

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award and send copies to all Offerors. The Notice of Intent to Award will set out the names and addresses of all Offerors and identify the proposal selected for award. The scores and placement of other Offerors will not be part of the Notice of Intent to Award.

The successful Offeror named in the Notice of Intent to Award is advised not to begin work, purchase materials, or enter into subcontracts relating to the project until both the successful offeror and the STATE sign the contract.

4.10 Protest and Appeal

North Dakota law provides that an interested party may protest a solicitation. If an interested party wishes to protest the content of this RFP, the protest must be received, in writing, by the procurement officer at least seven calendar days before the deadline for receipt of proposals.

An interested party may protest the award or proposed award of a contract. If an Offeror wishes to protest the award of a contract or proposed award of a contract, the protest must be received, in writing, by the procurement officer within seven calendar days after the date the Notice of Intent to Award was issued.

5.0 ATTACHMENTS

1. DHS Service Contract
2. Business Associate Agreement
3. Proposal Evaluation Form
4. Medicaid Expansion Form