

Arkansas Health Insurance Marketplace

Request for Proposals

Deliverable Expectation Document (DED)

**Independent Verification and Validation Services
for the Arkansas Health Insurance Marketplace
Small Business Health Options Program**

TBD, 2015

Document Approvals and History

Independent Verification and Validation Services for the Arkansas Health Insurance Marketplace Small Business Healthcare Options Program

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TABLE OF CONTENTS

1	INTRODUCTION AND OVERVIEW	6
1.1	Purpose of Procurement	6
1.2	Issuing Officer	6
1.3	Use of Subcontractors	6
1.4	Overview	6
2	RFP SCHEDULE AND PROCUREMENT PROCESS.....	7
2.1	Approach.....	7
2.2	RFP Timeline	7
2.3	Written Questions.....	7
2.4	Notice of Intent (<i>Optional – AHIM Decision Point</i>).....	7
	This section will identify the process for Contractors to submit a Notice of Intent to Propose to the Issuing Officer.....	7
2.5	Acceptance of Proposals.....	7
2.6	Submission of Proposals.....	7
2.7	Proposal Opening and Inspection.....	7
2.8	Disqualification of Bidders.....	7
2.9	Irregular Proposals.....	7
2.10	Cancellation of RFP Additional Materials and Documentation	8
2.11	Award Notice.....	8
2.12	Contract Negotiation Process.....	8
2.13	Protest Policy and Procedures.....	8
2.14	Contract Period.....	8
2.15	Evaluation of Proposals.....	8
2.16	Qualification of Bidder.....	8
2.17	AHIM and Federal Approval	8
3	BACKGROUND INFORMATION	9
3.1	Arkansas Health Insurance Marketplace.....	9
3.2	Arkansas Insurance Department	9
3.3	Arkansas Department of Human Services	9
3.4	Affordable Care Act (ACA) Impact.....	9
4	SCOPE OF WORK	10

4.1	Overview	10
4.2	Goals for this Procurement	10
4.3	Offeror Organization and Staffing	10
4.4	Project Management.....	10
	4.4.1 Project Management Description.....	10
4.5	IV&V Standards	10
4.6	IV&V Project Tasks	10
4.7	IV&V Project Deliverables	11
5	TECHNICAL PROPOSAL REQUIREMENTS.....	12
5.1	Introduction.....	12
5.2	Tab 1 – Transmittal Letter	12
5.3	Tab 2 – Mandatory Requirements Checklist.....	12
5.4	Tab 3 – Executive Summary.....	12
5.5	Tab 4 – Corporate Experience	12
5.6	Tab 5 – Organization and Staffing Plan.....	12
	5.6.1 Organization.....	12
	5.6.2 Responsibilities.....	12
	5.6.3 Resumes.....	12
	5.6.4 Staff References.....	13
5.7	Tab 6 – Project Management and Control	13
5.8	Tab 7 – Work Plan.....	13
5.9	Tab 8 – Approach.....	13
5.10	Tab 9 – Functional Requirements.....	13
5.11	Tab 10 – Technical Requirements.....	14
5.12	Tab 11 – Privacy and Security	14
5.13	Tab 12 – Assumptions, Qualifiers and Constraints.....	14
6	COST PROPOSAL REQUIREMENTS.....	15
6.1	General	15
6.2	Cost Proposal Content	15
	6.2.1 Executive Summary.....	15
	6.2.2 Business Overview.....	15
	6.2.3 Cost Schedule Instructions.....	15
7	EVALUATION PROCESS.....	16

7.1	Evaluation Approach.....	16
7.2	Evaluation Committee.....	16
7.3	Evaluation of Proposals.....	16
	7.3.1 Phase One – Mandatory Requirements Evaluation.....	16
	7.3.2 Phase Two - Technical Proposal Evaluation.....	16
	7.3.3 Phase Three - Cost Proposal Evaluation.....	16
	7.3.4 Phase Four - Selection.....	17
7.4	Contract Approvals.....	17
8	CONTRACT TERMS AND CONDITIONS.....	18
8.1	General.....	18
8.2	Applicable Law.....	18
	8.2.1 Conformance with Federal and State Regulations.....	18
8.3	Terms of Contract.....	18
	8.3.1 Stop Work Order.....	18
	8.3.2 Cancellation or Expiration of the Order.....	18
	8.3.3 Termination of the Contract.....	18
	8.3.4 Force Majeure.....	18
8.4	Payment.....	19
	8.4.1 Payment for Design, Development, Testing, Training, Conversion/Migration, and Implementation.....	19
	8.4.2 Payment for Maintenance and Operations.....	19
	8.4.3 Payments for Modification Services.....	19
	8.4.4 Other Payments.....	19
8.5	Performance Standards and Associated Liquidated Damages.....	19
	8.5.1 Performance Damages.....	19
	8.5.2 System Liquidated Damages.....	19
	8.5.3 Actual Damages and Liquidated Damages.....	19
	8.5.4 Other Damages.....	19
8.6	Cost or Pricing Data.....	19
8.7	Publicity.....	19
8.8	Subcontracting.....	19
	8.8.1 Rights and Responsibilities.....	19
	8.8.2 Anti-Assignment.....	19
8.9	Ownership Rights.....	19
	8.9.1 Ownership of Proposal.....	20

8.9.2 Ownership of Documents.....	20
8.9.3 Ownership of Information and Data.....	20
8.10 Interpretations / Changes / Disputes	20
8.10.1 Amendment or Modification	20
8.10.2 Conflict of Language	20
8.10.3 Waiver	20
8.10.4 Severability.....	20
8.10.5 Disputes.....	20
8.10.6 Cost of Litigation.....	20
8.10.7 Attorney Fees.....	20
8.11 Status of the Contractor.....	20
8.11.1 Independent Contractor.....	20
8.11.2 Employment Practices	20
8.11.3 Conflict of Interest.....	20
8.12 Risk Management	20
8.12.1 Indemnification.....	21
8.12.2 Insurance.....	21
8.12.3 Limitation of Liability.....	21
8.13 Confidentiality of Information	21
8.14 Right of Inspection.....	21
8.15 Contractor Compliance Issues	21
8.15.1 Federal, State, and Local Taxes	21
8.15.2 License Requirements	21
8.15.3 Records Retention Requirements.....	21
8.15.4 HIPPA Compliance.....	21
8.15.5 Bribes, Gratuities, and Kickbacks Prohibited	21
8.15.6 Small and Minority Businesses.....	21
8.15.7 Suspension and Debarment	21
8.16 Project Work Schedule	21
8.17 Warranty	21
8.17.1 Warranty of Fiscal Integrity	21
8.17.2 Warranty of Solution.....	21

8.18 Federal Clauses.....	21
8.19 Confidentiality of Information	21
8.20 Project Inspection	22
8.21 Insurance	22

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1 INTRODUCTION AND OVERVIEW

This section will describe the purpose of issuing an RFP.

1.1 Purpose of Procurement

This section will describe the specific purpose and work of the RFP.

1.2 Issuing Officer

This section will describe information about the Issuing Officer. This person will serve as the single point of contact for communication regarding this RFP.

1.3 Use of Subcontractors

This section will describe the designation of prime Bidder and subcontractor.

1.4 Overview

This section will describe the Sections and Appendices included in the RFP.

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2 RFP SCHEDULE AND PROCUREMENT PROCESS

2.1 Approach

This section will describe the approach AHIM takes to ensure a fair and equitable process for procurement.

2.2 RFP Timeline

This section will describe the schedule for procurement as set forth by AHIM.

2.3 Written Questions

This section will describe the process for accepting questions.

2.4 Notice of Intent (*Optional – AHIM Decision Point*)

This section will identify the process for Contractors to submit a Notice of Intent to Propose to the Issuing Officer.

2.5 Acceptance of Proposals

This section will describe the right to accept or reject proposals, as well as cancellation of the RFP or release of necessary amendments.

2.6 Submission of Proposals

This section will point to the requirements of submitting a proposal.

2.7 Proposal Opening and Inspection

This section will state that During proposals shall not be available for inspection during the evaluation and selection phases.

2.8 Disqualification of Bidders

This section will list how and for what reason a Bidder may be disqualified.

2.9 Irregular Proposals

This section will include examples of what constitutes an irregular proposal, and warns that irregular proposals may be disqualified.

2.10 Cancellation of RFP Additional Materials and Documentation

This section will state that the RFP may be canceled by AHIM at any time, for any reason.

2.11 Award Notice

This section will describe AHIM's notice of award process

2.12 Contract Negotiation Process

This section will state that Contract Negotiations can occur, for thirty (30) business days, and other relevant details.

2.13 Protest Policy and Procedures

This section will describe the process for protesting an award, and the acceptable ground for protest.

2.14 Contract Period

This section will describe the scope of the initial contract for the Solution (i.e. DD&I) with options outlined for extending the initial contract period.

2.15 Evaluation of Proposals

This section will point to detailed information on the Evaluation of Proposals, found in Section 7 – Evaluation Process.

2.16 Qualification of Bidder

This section will describe any specific qualifications for Contractors in the State of Arkansas.

2.17 AHIM and Federal Approval

This section will provide information on the AHIM and federal approvals required for the RFP and subsequent contracts.

3 BACKGROUND INFORMATION

3.1 Arkansas Health Insurance Marketplace

This section will include background on AHIM (establishment and work thus far)

3.2 Arkansas Insurance Department

This section will provide an overview of the Arkansas Insurance Department and their relationship to AHIM for the purposes of this procurement.

3.3 Arkansas Department of Human Services

This section will provide an overview of the Arkansas Department of Human Services and their relationship to AHIM for the purposes of this procurement.

3.4 Affordable Care Act (ACA) Impact

This section will provide an overview of the impact of the ACA.

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4 SCOPE OF WORK

4.1 Overview

This section will give an overarching picture of the Scope of Work in the RFP, and the two phases of the project during the initial work period.

4.2 Goals for this Procurement

This section will describe the focus AHIM wishes the selected vendor to take, when conducting the IV&V review.

4.3 Offeror Organization and Staffing

The following section will provide a description of the work, deliverables, the Offeror, Contractor responsibilities, and AHIM responsibilities required to plan and execute the activities described in this RFP as they relate to the IV&V RFP.

4.4 Project Management

The following section provides a description of the work, deliverables, and AHIM responsibilities required to plan and execute the activities described in this RFP as they relate to Project Management and Control.

4.4.1 Project Management Description

This section will include specific Project Management tasks the IV&V Vendor is expected to undertake.

At a minimum, specific Project Management tasks shall include:

4.4.1.1 Preliminary Planning

4.4.1.2 Project Kick-Off

4.4.1.3 Project Deliverable Management

4.4.1.4 Status Meetings.

4.4.1.5 IV&V Contractor Deliverable Review and Acceptance

4.5 IV&V Standards

This section will list the IEEE, CMMI, and PMBOK standards that the IV&V Vendor is to uphold.

4.6 IV&V Project Tasks

The following section will contain lists of individual IV&V activities.

4.7 IV&V Project Deliverables

This section will include tables that identify the anticipated work products that the successful IV&V service provider will produce under the resultant IV&V contract.

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5 TECHNICAL PROPOSAL REQUIREMENTS

5.1 Introduction

This section will give an overview of the length, format, and content requirement for technical proposals.

5.2 Tab 1 – Transmittal Letter

This section will list the requirements and appropriate format for the Transmittal Letter.

5.3 Tab 2 – Mandatory Requirements Checklist

This section will point to the Mandatory Technical Proposal Submission Requirements Checklist in the appropriate Appendix.

5.4 Tab 3 – Executive Summary

This section will describe the content and form of the Offeror's Executive Summary.

5.5 Tab 4 – Corporate Experience

This section will provide a description of the content that must be contained in the Company Background section of the Technical Proposal.

5.6 Tab 5 – Organization and Staffing Plan

This section will list what must be included in the Organization and Staffing section of the Offeror's proposal.

5.6.1 Organization

This section will encourage the Bidder to make every effort to fill in key personnel positions in an organization chart, and the format and content for the organization chart.

5.6.2 Responsibilities

This section will state that responsibilities and the anticipated roles of key personnel shall be identified for all phases of the contract.

5.6.3 Resumes

This section will state the requirement of the Offeror to submit resumes of all proposed key personnel, following the format listed in the appropriate Appendix.

5.6.4 Staff References

This section will clarify how many, and with what relevance, the Offeror shall submit references, following the format listed in the appropriate Appendix.

5.7 Tab 6 – Project Management and Control

This section will detail the Project Management and Control aspects of the project, including:

- Project management approach tasks
- Project control tasks
- Manpower and time estimating methods
- Sign-off procedures for completion of all deliverables and major activities
- Management of performance standards, milestones and/or deliverables
- Anticipated problem areas and the approach to management of these areas, including loss of key personnel, and/or loss of technical personnel
- Project status reporting, including examples of types of reports
- Approach to AHIM's interaction with contract management staff
- Other Contractor responsibilities set forth in this RFP

5.8 Tab 7 – Work Plan

This section will include the form and content for the submitted Work Plan and Schedule.

5.9 Tab 8 – Approach

This section will address the Bidder's approach to completing all activities described in *Section 4: Scope of Work*. The Bidder's Proposal must include the following subsections:

- Project Initiation
- Design
- Development
- Testing
- Training
- Conversion/Migration
- Implementation
- Maintenance and Operations
- Enhancements
- Turnover

5.10 Tab 9 – Functional Requirements

This section will state the Offeror must include a completed Functional Requirement Matrix as provided in the appropriate Appendix.

5.11 Tab 10 – Technical Requirements

This section will state an Offeror must provide a Technical Requirements Matrix as provided in the appropriate Appendix.

5.12 Tab 11 – Privacy and Security

This section will state the Offeror must include a detailed description to and requirements around privacy and security.

5.13 Tab 12 – Assumptions, Qualifiers and Constraints

This section will require the Offeror to indicate any assumptions made in submitting their proposal.

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6 COST PROPOSAL REQUIREMENTS

6.1 General

This section will state the requirement for proposal submission.

6.2 Cost Proposal Content

This section will state the format of the Cost Proposal as the Offeror should submit it.

6.2.1 Executive Summary

This section will state that The Offeror's Cost Proposals must include an Executive Summary no more than three (3) pages long, the content of the summary, and the signatory requirements.

6.2.2 Business Overview

This section will provide a description of the requirements for providing the Contractor's Business Overview, including conflict of interest and insurance requirements.

6.2.3 Cost Schedule Instructions

This section provides a description of the required cost schedules that must be included in the Contractor's cost proposal.

6.2.3.1 Contractor's Acknowledgement of Penalty

This section will provide information and acknowledgement of the penalties associated with delays or non-completion of deliverables as outlined in the resulting contract.

7 EVALUATION PROCESS

7.1 Evaluaton Approach

This section will describe the phases of the proposal evaluation, and guarantee that AHIM will conduct a comprehensive, fair and impartial evaluation of proposals in response to this RFP. The scale used to grade the RFPs shall also be disclosed.

7.2 Evaluation Committee

This section will describe the selection process and composition of the Proposal Review Team.

7.3 Evaluation of Proposals

This section will restate AHIM's right to reject proposals or cancel the RFP. All proposals submitted will become property of AHIM and will be considered a matter of public record after Contract negotiations are complete.

7.3.1 Phase One – Mandatory Requirements Evaluation

This section will describe the first phase, and that each proposal will be assessed to determine if the proposal is sufficiently responsive.

7.3.2 Phase Two - Technical Proposal Evaluation

This section will state that only those proposals that pass the requirements of Phase One will be considered in Phase Two. AHIM reserves the right to waive minor variances or reject any or all proposals. Also included will be the grading of the Technical Proposals.

7.3.3 Phase Three - Cost Proposal Evaluation

This section will give the formula for the cost proposal grading.

$$\frac{X_1}{Y_1} * 100 + \frac{X_2}{Y_2} * 200 = Z \quad X_1 = \text{Lowest DD\&I Bid Price}$$

$$Y_1 = \text{Bidder's DD\&I Bid Price}$$

$$X_2 = \text{Lowest M\&O Bid Price}$$

$$Y_2 = \text{Bidder's M\&O Bid Price}$$

$$Z = \text{Total Assigned Points}$$

7.3.4 Phase Four - Selection

This section will describe the fourth phase, in which a summary report will be submitted to the AHIM Executive Director. The Executive Director will review the work and recommendation of the Proposal Review Team before an award is made to a prospective Contractor.

7.4 Contract Approvals

This section will state the selected vendor must participate in contract negotiations before final approval.

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8 CONTRACT TERMS AND CONDITIONS

8.1 General

This section will describe the AHIM's general conditions of purchase.

8.2 Applicable Law

This section will state that the Contract shall be governed by and construed in accordance with the laws of the State of Arkansas, excluding its conflict of law provisions, and any litigation with respect thereto shall be brought in the courts of the State of Arkansas.

8.2.1 Conformance with Federal and State Regulations

This section will state AHIM requires all vendors to conform to federal and state laws, regulations, and policies as they exist or as amended, and will be required to indemnify AHIM against any claims made against AHIM arising from the Contractor's non-compliance.

8.3 Terms of Contract

This section will provide the term of the contract associated with this RFP.

8.3.1 Stop Work Order

This section will explain that, at any time, the Executive Director of AHIM may, by written order to the Contractor at any time, and without notice to any surety, require the Contractor to stop all or any part of the work called for by this contract.

8.3.2 Cancellation or Expiration of the Order

This section explains that if a stop work order issued under this clause is cancelled at any time during the period specified in the order, or if the period of the order or any extension thereof expires, the Contractor shall have the right to resume work.

8.3.3 Termination of the Contract

This section states that the Contract may be terminated for the reasons below.

Bankruptcy or Insolvency.

Default.

Convenience.

Non-availability of Funds.

8.3.4 Force Majeure

This section will state that if a Contractor is prevented from performing any of its obligations hereunder in whole or in part as a result of major epidemic, act of God, war, civil disturbance, court order or any other cause beyond its control, the Contractor shall make a good faith effort to perform such obligations through

its then-existing facilities and personnel; and such non-performance shall not be grounds for termination for default.

8.4 Payment

This section will outline submission of invoices and payment process for AHIM.

8.4.1 Payment for Design, Development, Testing, Training, Conversion/Migration, and Implementation

8.4.2 Payment for Maintenance and Operations

8.4.3 Payments for Modification Services

8.4.4 Other Payments

8.5 Performance Standards and Associated Liquidated Damages

This section will detail the performance standards and damages, SLAs, and monitoring, reporting, and operation standards.

8.5.1 Performance Damages

8.5.2 System Liquidated Damages

8.5.3 Actual Damages and Liquidated Damages

8.5.4 Other Damages

8.6 Cost or Pricing Data

This section will provide an overview of the Cost or Pricing Data associated with this RFP.

8.7 Publicity

This section will state that the Vendor shall not release and media or participate in any interview of public release of information pertaining to this RFP without the prior written approval of AHIM.

8.8 Subcontracting

This section describes the legal terms and conditions around subcontracting.

8.8.1 Rights and Responsibilities

8.8.2 Anti-Assignment

8.9 Ownership Rights

This section describes the ownership rights of the RFP, any created documents, and other types of data.

8.9.1 Ownership of Proposal

8.9.2 Ownership of Documents

8.9.3 Ownership of Information and Data

8.10 Interpretations / Changes / Disputes

This section describes the process of contract amending and modification, conflict of language, waivers, severability, disputes, and cost of litigation and legal representation.

8.10.1 Amendment or Modification

Any amendment or modification of the Contract must be written and signed by both parties.

8.10.2 Conflict of Language

8.10.3 Waiver

8.10.4 Severability

8.10.5 Disputes

8.10.6 Cost of Litigation

8.10.7 Attorney Fees

8.11 Status of the Contractor

This section describes the status of the Contractor, best employment practices, and the Vendor instructions for submitting a statement that the proposal was prepared without conflict of interest.

8.11.1 Independent Contractor.

8.11.2 Employment Practices

8.11.3 Conflict of Interest

8.12 Risk Management

This section will include the Contractor's obligation to indemnification, required insurance standards, confidentiality of information, the right to inspection by appropriate entities, and compliance.

8.12.1 Indemnification

8.12.2 Insurance

8.12.3 Limitation of Liability

8.13 Confidentiality of Information

8.14 Right of Inspection

8.15 Contractor Compliance Issues

8.15.1 Federal, State, and Local Taxes

8.15.2 License Requirements

8.15.3 Records Retention Requirements

8.15.4 HIPPA Compliance

8.15.5 Bribes, Gratuities, and Kickbacks Prohibited

8.15.6 Small and Minority Businesses

8.15.7 Suspension and Debarment

8.16 Project Work Schedule

This section will set forth the expectations and process for approval of the project work schedule.

8.17 Warranty

This section will ensure the Contractor is of sufficient financial solvency and shall provide a warranty on the implemented solution.

8.17.1 Warranty of Fiscal Integrity

8.17.2 Warranty of Solution

8.18 Federal Clauses

This section will ensure that, to the extent the terms in the body of this agreement directly conflict with any provision of the Federal Contract Clauses, the body of this Agreement shall govern.

8.19 Confidentiality of Information

This section will describe the contractors responsibility to keep information confidential.

8.20 Project Inspection

This section will describe the right of authorized officials representing the AHIM to inspect, monitor or otherwise evaluate the work being performed.

8.21 Insurance

This section will describe the requirements for insurance.

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