



**California Health Benefit Exchange  
(Covered California)  
RFP 2014-04 Service Center Support Services**

**August 29, 2014**  
**ADDENDUM #1**

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## 1. INTRODUCTION

### 1.1 Overview

You are invited to review and respond to this Request for Proposal (RFP). To submit a proposal to provide the requested services, you must comply with the instructions contained in this document as well as the requirements stated in the Scope of Work (SOW), Contractor Response Guidelines, and Attachment 2-D: Cost Worksheet. By submitting an offer, your company agrees to the terms and conditions stated in this RFP.

Read this document carefully. Responses to this RFP must be submitted to the California Health Benefit Exchange (Covered California) contact noted in Section 1.3 below.

### 1.2 Key Action Dates

Contractors are advised of the key dates and times shown below and are expected to adhere to them. All times noted in this document are Pacific Standard Time (PST).

#### KEY ACTION DATES

<b>Request for Proposal Release Date:</b>	<b>August 29, 2014</b>
<b>Questions Due Date:</b>	<b>September 5, 2014</b>
<b>Response to Questions Due Date:</b>	<b>September 9, 2014</b>
<b>Proposals Due Date:</b>	<b>September 19, 2014</b>
<b>Interview/Site Visit</b>	<b>September 24, 2014</b>
<b>Notice of Intent to Award</b>	<b>September 29, 2014</b>
<b>Estimated Term Dates:</b>	<b>October 7, 2014 – June 30, 2015</b>

### 1.3 Contact

Alisa Channell  
California Health Benefit Exchange  
E-mail address: [hbexsolicitation@covered.ca.gov](mailto:hbexsolicitation@covered.ca.gov)

1601 Exposition Blvd.  
Sacramento, CA 95815

Eight (8) copies of the Final Proposal are due by the stated deadline to the contact at the mailing address indicated in Section 1.3.

### 1.4 Contract Amount

Responses shall not exceed \$14,000,000 in total costs. Responses that exceed this amount will not be considered for selection.

## 1.5 Bidder's Questions

Bidders shall submit any questions regarding this RFP by the due date specified in the Key Action Dates table in Section 1.2. Only e-mail inquiries addressed to the contact person listed Section 1.3 will be accepted. Bidders shall provide specific information to enable the state to identify and respond to their questions. When submitting inquiries, please reference the RFP number. At its discretion, Covered California may contact an inquirer to seek clarification of any inquiry received. Bidders that fail to report a known or suspected problem with the RFP or fail to seek clarification and/or correction of the RFP, shall submit a proposal at their own risk.

## 1.6 Submission of Final Proposals

1. Preparation: Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and completeness and clarity of content.
2. Bidder's Cost: Costs for developing proposals or attending Bidder conferences are entirely the responsibility of the Bidder and shall not be chargeable to Covered California.
3. Completion of Proposals: Proposals must be complete in all respects as described in the requirements established within the RFP. A Final Proposal may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Proposal must be rejected if any such defect or irregularity constitutes a material deviation from the RFP requirements. The Final Proposal must contain all items required in the RFP.
4. False or Misleading Statements: Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Bidder, may be rejected. If, in the opinion of Covered California, such information was intended to mislead Covered California in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this RFP, it will be the basis for rejection of the proposal.

Issuance of this RFP in no way constitutes a commitment by the State of California to award an agreement. Covered California reserves the right to reject any or all offers received if Covered California determines that it is in Covered California's best interest to do so. Covered California may reject any offer that is conditional or incomplete. Assumptions made by the Bidder in responding to this RFP do not obligate Covered California in any way. Additionally, assumptions may make the offer conditional and be cause for the offer to be rejected. Responses to this RFP will be assessed based on determining the "Best Value" The SOW and the offer will be made a part of the resulting Agreement.

## 1.7 Format of Proposals

This RFP requires Bidder(s) to submit a final phase proposal(s) that shall contain all required Administrative and Technical Attachments and Exhibits and submitted in a sealed envelope/container when shipped to Covered California by the dates and times shown in Section 1.2 Key Dates. The sealed package must be plainly marked with the (1) RFP number and title, (2) firm name and address, and (3) must be marked with "DO NOT OPEN", as shown in the following example:

**RFP 2014-04**  
**Service Center Support Services**  
**Attention: Alisa Channell**  
**California Health Benefit Exchange**  
**1601 Exposition Blvd.**  
**Sacramento, CA 95815**  
**DO NOT OPEN**

Hardcopy proposals shall be on standard 8 ½" x 11" paper. Electronic versions shall be stored in a Covered California-designated central repository and remain the sole property of Covered California.

Bidder shall submit eight (8) sets of copies for all Administrative/Technical Attachments and Exhibits in the sealed Envelope/Container. In the bidder's best interest, one (1) set should be titled as being the "Master Copy" and the remaining seven (7) as additional copies. Bidder shall also provide a CD-ROM with the appropriate Administrative and Technical Attachments and Exhibits in searchable text format (e.g., Word, searchable PDF). Each copy shall be titled and unbound including the additional copies.

**Bids not submitted under sealed cover will be rejected.**

## 1.8 Rejection of Proposals

Deviations, whether or not intentional, may cause a proposal to be non-responsive and not considered for award. Covered California may reject any or all proposals and may waive any immaterial deviation or defect in a proposal. Covered California's waiver of any immaterial deviation or defect shall in no way modify the RFP documents or excuse the Bidder from full compliance with the RFP specifications if awarded a contract. **FINAL PROPOSALS NOT RECEIVED BY THE DATE AND TIME SPECIFIED IN SECTION 1.2 KEY ACTION DATES OR NOT SEALED, WILL BE REJECTED.**

## 1.9 Errors in Final Proposals

An error in the Final Proposal may cause the rejection of that proposal; however, Covered California may, **AT ITS SOLE OPTION**, retain the proposal and make certain corrections. In determining if a correction will be made, Covered California will consider the conformance of the proposal to the format and content required by the RFP, and any unusual complexity of the format and content required by the RFP.

1. If the Bidder's intent, as determined by Covered California, is clearly established based on review of the complete Final Proposal submittal, Covered California may at its sole option correct an error based on that established intent.

2. Covered California may at its sole option correct obvious clerical errors.
3. Covered California may at its sole option correct discrepancy/errors on the basis that if intent is not clearly established by the complete Final Proposal submittal, the Master Copy shall have priority over additional copies.
4. A bidder may modify a bid after submission by withdrawing its original bid and resubmitting a new bid prior to the bid submission deadline. Bidder modifications offered in any other manner, oral or written, will not be considered.
5. A bidder may withdraw its bid by submitting a written withdrawal request to Covered California, signed by the bidder or an authorized agent. A bidder may thereafter submit a new bid prior to the bid submission deadline. Bids may not be withdrawn without cause subsequent to bid submission deadline.
6. Covered California may modify the RFP prior to the date fixed for submission of bids by the issuance of an addendum to all parties.
7. Covered California reserves the right to reject any/all bids. Covered California is not required to award an agreement.
8. Before submitting a response to this solicitation, bidders should review, correct all errors, and confirm compliance with the RFP requirements.
9. All proposals must be based on the Model Contract provided with this solicitation (Scope of work provided in Section 3, and contract General Terms and Conditions provided in Attachment 2). Proposing vendors must submit as part of their response any exceptions to the Model Contract that they wish to negotiate. Vendor exceptions must be documented in an attachment labeled "Proposal Contract Exceptions." All Model Contract exceptions must be included in the Vendor Proposal at the time of its submission. No additional exceptions may be presented during contract negotiations.
10. No oral understanding or agreement shall be binding on either party.

### 1.10 Protest

A protest may be submitted according to the procedures set forth below. If a vendor has submitted a proposal which it believes to be totally responsive to the requirements of the solicitation process and believes the proposer should have been selected, according to Section 6.3 - Evaluation Criteria, and the proposer believes Covered California has incorrectly selected another proposer for the award, the proposer may submit a protest of the selection as described below. Protests regarding selection of the "successful proposer" will be heard and resolved by Covered California's Executive Director.

All protests must be made in writing, signed by an individual who is authorized to contractually bind the proposer, and contain a statement of the reason(s) for protest, citing the law, rule, regulation, or procedures on which the protest is based. The protester must provide facts and evidence to support their claim. Certified or registered mail must be used unless delivered in person, in which case the protester should obtain

a receipt of delivery. The final day to receive a protest is five (5) business days after vendor selection. Protests must be mailed or delivered to:

<b>Mailing Address:</b>
California Health Benefit Exchange
Attn: Peter Lee, Executive Director
1601 Exposition Blvd.
Sacramento, CA 95815

### **1.11 Disposition of Bids**

Upon bid opening, all documents submitted in response to this RFP will become the property of the State of California, and subject to Government Code 100508, at Covered California's sole discretion, may be regarded as public records under the California Public Records Act (Government Code Section 6250 et seq.) and subject to review by the public.

### **1.12 Agreement Execution and Performance**

Performance shall start no later than the express date set forth in the RFP by Covered California after all approvals have been obtained and the agreement is fully executed. Should the Contractor fail to commence work at the agreed upon date and time, Covered California, upon five (5) days written notice to the Contractor, reserves the right to terminate the agreement. In addition, the Contractor shall be liable to Covered California for the difference between Contractor's bid price and the actual cost of performing work by the second lowest bidder or by another contractor.

All performance under the agreement shall be completed on or before the termination date of the agency contract agreement.

### **1.13 Subsequent Solicitation**

At the Covered California's sole discretion, after the contract award has been made and the agreement has been executed, if the agreement is terminated with or without cause after performance has begun, Covered California may engage the next-highest-ranked bidder without performing a subsequent solicitation.

### **1.14 Addition or Subtraction of Services**

Notwithstanding that bids have been submitted, at Covered California's sole discretion, the scope of work may be modified to add or remove services through an addendum. If bids have been submitted at the time Covered California posts the addendum, Covered California may restrict responses to the addendum so that only those entities that have submitted bids in response to the initial solicitation may respond to the addendum with the modified services.



## 2. MINIMUM QUALIFICATIONS

### 2.1 Respondent's Minimum Qualifications

The entity, or entities identified in this Statement of Work must have the following capabilities:

1. Available staff to support the entire Statement of Work, for the entire duration of the project
2. Call Center Site is available to meet the needs of the Statement of Work and is located within California
3. Ability to meet Government Code section 1043; Criminal Background Checks
4. Scalable Technical Infrastructure and Connectivity to support the needs of the Statement of Work for the entire duration of the project
5. Experience with Call Center Operations
6. Must ~~have a Call Center Site located within the United States~~ certify that all work performed pursuant to this RFP will be done by workers employed in the State of California.
7. Demonstrate the ability to coordinate with Covered California program and IT staff, multiple call center vendors, other technology partners
8. Ability to meet standards set forth in 45 C.F.R. 155.205 (a)

### 2.2 Respondent's Desirable Qualifications

Covered California is seeking an entity or entities identified in this Statement of Work with the following desirable capabilities and experience:

1. Call Center Site located in the Sacramento or Central Valley area
2. Experience with health plan call center operations
3. Knowledge of the Affordable Care Act Enrollment Process

### 2.3 Reassignment of Personnel

1. The Contractor shall not reassign key personnel (project/site director, supervisors, training lead, technical lead) assigned to the Agreement during the term of the Agreement without prior written approval of Covered California. If a Contractor employee is unable to perform duties due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall make every reasonable effort to provide suitable substitute personnel.
2. Resumes for substitute personnel shall be submitted to Covered California for approval.

## 3. SCOPE OF WORK

### 3.1 Background

Soon after the passage of national health care reform through the Patient Protection and Affordable Care Act of 2010 (ACA), California became the first state to enact legislation to establish a qualified health benefit exchange. The California state law is referred to as the California Patient Protection and Affordable Care Act (CA-ACA).

The goals and objectives of Covered California are to:

- Reduce the number of uninsured Californians by creating an organized, transparent marketplace for Californians to purchase affordable, quality health care coverage to claim available federal tax credits and cost-sharing subsidies, and to meet the personal responsibility requirements imposed under the federal act (ACA);
- Strengthen the health care delivery system;
- Serve as an active purchaser, including creating competitive processes to select participating carriers and other contractors;
- Require that health care service plans and health insurers issue coverage in the individual and small employers markets and compete on the basis of price, quality, and service (and not on risk selection); and
- Meet federal and state law requirements, guidance and regulations.

Covered California is an independent public entity within California State Government. It is governed by a five member board appointed by the Governor and Legislature. Four of the members are appointed for four year terms, two by the Governor, one by the Senate Rules Committee and one by the Speaker of the Assembly. The California Secretary of Health and Human Services is a voting ex-officio member of the Board. The Board elected the California Secretary of Health and Human Services Agency as Chair, signaling its intention to actively coordinate and collaborate with existing state agencies involved in providing health coverage to Californians.

Covered California works in close partnership with the:

- Department of Health Care Services, which oversees and administers the California's Medicaid Program (Medi-Cal) and other specifically focused health programs;
- Managed Risk Medical Insurance Board, which oversees and administers the California's Children's Health Insurance Programs (Healthy Families and Access for Infants and Mothers), and both the state (Major Risk Medical Insurance Program) and ACA funded (Pre-Existing Condition Insurance Plan) high risk pools;
- The two agencies that regulate health insurance in California, the Department of Managed Care and Department of Insurance; and
- A broad range of stakeholders whose constituencies will be impacted by health care reform.

The purpose of this solicitation is to procure call center services during projected peak call volume periods of November 2014 through February 2015.

Covered California reserves the right to retain the services of the organization resulting from this RFP to assist with other relative activities and related projects embarked upon by Covered California during the established contract period, or through a contract amendment.

Read this document carefully. Responses to this RFP must be submitted to Covered California contact noted in Section 1.3.

### 3.2 Reference Documents

For additional information about the Covered California and previous solicitations, please visit: <http://hbex.coveredca.com/solicitations/>

### 3.3 Project Tasks

The following Statement of Work outlines Covered California's overall expectations. Potential vendors will be asked to develop their own, more detailed approach in response to this procurement.

#### A. **Statement of Work:**

Based on the large volume of staff needed and compressed timeline Covered California may select multiple vendors to perform this scope of work. The Contractor/s shall provide staff and facilities to perform work as follows:

##### 1. **Staffing**

- a. The Contractor shall provide, located at a site within ~~the United States~~California, a minimum of:
  1. Between 200 and 600 full-time equivalents (FTEs) (call center and data entry) staff. The number of staff needed per month will vary depending upon call volume/data entry workload factors. The vendor representative will work with Covered California's Service Center Project Representative to determine staffing levels by work area (call center/data entry). Call types will vary but will typically include calls from Covered California consumers, calls from Medi-Cal Consumers, password reset, application status, general questions
  2. 15% of the call center staff shall be bi-lingual Spanish/English.
  3. 5% of the call center staff shall be bi-lingual Asian/English. Asian includes Korean, Hmong, Vietnamese, Mandarin and Cantonese.
  4. All staff who perform services under this agreement shall agree to criminal background checks in compliance with Government Code section 1043, and its implementing regulations set forth in California Code of Regulations, Title 10, Section 6456 prior to accessing any confidential information, personal identifying information, personal health information, federal tax

information, or financial information contained in the information systems and devices of Covered California, or any other information as required by federal law or guidance.

- b. The Contractor shall provide Key Data Operators (Staff) to Covered California. The staff will process paper documents for Covered California and assist with any key data entry needs. The Contractor staff will use key data entry processes based on the direction that Covered California will provide. This includes, but is not limited to: paper applications, call backs related to paper applications, verification forms and documents, agent verification, other data entry or verification work as directed by Covered California.
- c. Sufficient front-line supervisor staff to ensure Service Level Agreements detailed in Section 4.a are met, to personally handle calls, systems data entry and call documentation.
- d. Sufficient training staff to ensure all customer service staff are provided with (5 days) of Covered California-supplied training curriculum. Training assessments shall be administered at the conclusion of the training
- e. Technical lead to manage and coordinate all aspects of technology, including but not limited to voice, data, desktops and cloud based systems
- f. A single, named individual designated as the site director, with dotted line accountability to Covered California service center director.

## **2. Facilities**

- a. Provide all facilities, including furniture, cubicles, office supplies, etc., to perform the required work, including facilities and resources for training. Provide phone and data wiring from the point of presence to the workstation. Facilities shall meet HIPAA security and privacy requirements.
  - 1. The facilities shall include space for up to two (2) desktop/technology support staff provided by Covered California and space for two (2) Covered California Service Center staff or consultants.
- b. Voice and Data technology must be capable of supporting agent access to Covered California cloud-based Systems.
  - 1. The vendor must provide workstations/PC that can access the Covered California instance of the cloud-based Oracle RightNow CRM, Covered California CalHEERS system and training webinars.

2. The vendor must provide the capability to access Covered California Automated Call Distribution (ACD) functions in order to distribute calls to the Service Center representatives.
3. The vendor must provide documentation of antivirus management, monitoring and malicious protection/quarantine audits.
4. The vendor staff will participate in Covered California's acceptable use and security training as well as sign the Covered California acceptable use policy.

5. The vendor response must include vendor-provided technology that will be used by the vendor staff to access Covered California cloud-based technology. The vendor provided workstations (PC) must include at a minimum:

4 gb RAM  
i5 Processor  
MS Word 2010  
MS Excel 2010  
MS Internet Explorer 11

The vendor must also provide the capability to record 100% of all calls and screens viewed. The recordings must be exportable in a format that can be viewed and heard using MS media player.

The vendor response should include a description of ACD, Interactive Voice Response (IVR) and other call center technology available to manage the receipt, distribution and monitoring of calls.

### **3. Timeline**

- a. The vendor shall provide a detailed timeline demonstrating a ramp plan for proposed staffing that aligns with facilities and technology.

### **4. Quality of Work**

- a. Contractor staff must successfully pass Covered California provided training curriculum, which shall include a certification of successful completion, before they are permitted to take inquiries (calls,) on behalf of Covered California Service Center.

During the first thirty 30 days after the date that the Vendor begins taking calls and key data entry work (the “Baseline Period”), the parties will work together to evaluate and define service level expectations based upon the call type, arrival patterns and data entry rate. Performance will be tracked on the individual contractor staff on a daily, weekly and monthly basis. Overall vendor service center performance will be compared to the service levels that Covered California achieves. Adjustments to the baseline will be based on the results with a 30 day grace period for the vendor to achieve the required service levels.

## **5. Tasks and Responsibilities:**

- a. The Contractor shall conduct customer service agent training using, at a minimum, Covered California provided training curriculum and assessment materials. The Contractor shall provide a certificate of successful completion for each agent that demonstrates evidence of successfully completing the training.
- b. The Contractor shall maintain call center hours of operation identical to Covered California Service Center hours of operation.
  1. Renewal/Open Enrollment periods: Monday – Friday 7:45 am to 9:30 pm; Saturday 7:45 am – 7 pm. With 24 hour notice, the Contractor must provide staff to remain open until midnight Monday-Saturday and/or to be open Sundays from 9 am to 6 pm.
  2. Non-Open Enrollment periods: Monday – Friday 8am – 6pm and Saturday 8am-5pm
- c. The Contractor shall provide the Service Center desktop that is used by Covered California Service Center(s.) This is currently envisioned to be the existing specification used by Covered California Call Centers, but could include other systems and technologies as determined by Covered California.
- d. Covered California shall provide, manage, maintain and upgrade, as may be determined necessary by Covered California, call center technologies required to deliver multi-channel and customer service tools on the desktop (e.g., CalHEERS, CRM system, other desktop tools) needed to take and handle consumer calls for Covered California consistent with Covered California enterprise wide standards.
- e. The Contractor shall utilize CalHEERS and CRM as directed in Covered California protocols, task guides and job aids.
- f. The Contractor shall adhere to Covered California protocols, job aids, task guides and training materials for contact handling and all other work.

- g. When Customer Service agents are logged into the dedicated Covered California queue, they shall work on Covered California Service Center work only.
- h. The Contractor shall enable the Customer Service agent to handle a call, through the potential life cycle, that is, from inquiry to resolution and closing documentation.
- i. The Contractor shall commit one or more liaison resources to work with the centralized Covered California Command Center. The centralized Covered California Command Center provides all workforce management forecasting, schedules and monitoring across all Covered California and County service center sites.
- j. The Contractor shall align the vendors' workforce management plans to the Covered California Command Center workforce management forecast and scheduling requirements.
- k. The Contractor shall provide detailed reporting of all work activities (volume of calls and data entry) on a daily, weekly, monthly basis. Staffing and service level reporting shall be provided on a weekly and monthly basis.
- l. The Contractor shall work cooperatively with other Covered California vendors who will perform similar call center and data entry work.
- m. The Contractor shall allow access to on-site operations by Covered California Service Center staff or approved consultants during normal business hours of operation for scheduled and unscheduled visits.
- n. The Contractor shall designate a single person to whom all technical communications may be coordinated.
- o. The Contractor shall designate a single person (e.g., site director) to whom all project communications may be addressed and who has the authority to act on all aspects of the contract for services. This person will be responsible for the overall project and will be the contact for all invoice issues.

### **3.4 Contract Completion Criteria**

This contract will be considered complete when Covered California's Project Manager has approved and accepted all assigned deliverables.

### **3.5 Deliverable Acceptance Criteria**

All concluded work must be submitted to Covered California for review and approval or rejection. Payment for all tasks performed under this Statement of Work will be based on time and materials. It will be Covered California's sole determination as to whether any tasks have been successfully completed and are acceptable.

Throughout the contract, Covered California will review and validate services performed. In addition, Covered California's Project Manager will verify and approve the Contractor's invoices. Signed acceptance is required from Covered California Project Manager to approve an invoice for payment.

Deliverable acceptance criteria consist of the following:

1. Deliverable specific work was completed as specified and the final deliverable product/service was rendered.
2. Plans, schedules, designs, documentation, digital files, photographs and reports (deliverables) were completed as specified and approved.
3. All deliverable documentation and artifact gathering have been completed.
4. All deliverables are in a format useful to Covered California.
5. If a deliverable is not accepted, Covered California will provide the reason, in writing, within ten (10) business days of receipt of the deliverable.

### **3.6 Contractor Roles and Responsibilities**

The Contractor is expected to:

1. Designate a person to whom all project communications may be addressed and who has the authority to act on all aspects of the contract for services. This person will be responsible for the overall project and will be the contact for all invoice and Contractor staffing issues.
2. Provide written reports for review and approval by Covered California and formally respond to Covered California review findings as necessary.
3. Meet weekly with Covered California staff to discuss progress.
4. The Contractor will make its best efforts to maintain staff continuity throughout the life of the project. If, however, a substitution of key staff becomes necessary, the Contractor must submit a resume for review. All Contractor key staff substitutions must be approved in writing by Covered California's Project Manager. Failure to receive the required approvals may result in termination of the contract.

### **3.7 Covered California's Roles and Responsibilities**

Covered California will:

1. Designate Covered California contact person (Project Manager) to whom all Contractor communications may be addressed and who has the authority to act on all aspects of the services. This person will review the agreement and associated documents with the Contractor to ensure understanding of the responsibilities of both parties.
2. Provide access to business and technical documents as necessary for the Contractor to complete the tasks identified in this RFP.



3. Ensure appropriate resources are available to perform assigned tasks, attend meetings, and answer questions.
4. Ensure that decisions are made in a timely manner.
5. Provide meeting rooms as needed.
6. Identify and provide access to Subject Matter Experts to assist with the elaboration of technical requirements.
7. Provide appropriate technical resources to coordinate voice, data and cloud based systems.

### 3.8 Project Assumptions and Constraints

1. The Contractor's work hours must be identical to Covered California's Service Center sites.
2. Overtime rates will not be reimbursed under this agreement.
3. Any modifications to tasks within the SOW of this contract will be defined, documented, and mutually agreed upon by the Contractor and Covered California's Project Manager prior to starting work on the modified task. Amendments to the contract for tasks within the SOW are limited to an extension of time or tasks directly related to the SOW.
4. Covered California's Project Manager reserves the right to renegotiate the services deemed necessary to meet the needs of this project according to Covered California's priorities. Covered California and the Contractor must mutually agree to all changes. Renegotiated services outside the scope of the original contract will require contract amendment prior to commencement of work.
5. Covered California and the Contractor are mutually obligated to keep open and regular channels of communication in order to ensure the successful execution of this contract. Both parties are responsible for communicating any potential problem or issue to Covered California's Project Manager and the Contractor's engagement manager, respectively, within 48 hours of becoming aware of the problem.
6. Based on the large volume of staff needed and compressed timeline, the Covered California may select multiple vendors to perform these services.
7. Open Enrollment Period: November 15, 2014 to February 15, 2015.
8. Fifteen (15) day notice will be given by Covered California for the vendor to make staffing changes.
9. Estimated monthly call volume range: 100,000 – 200,000 calls.

10. Estimated call duration: 10 minutes.
11. Estimated monthly paper/document volume range: 20,000 – 30,000 pieces.
12. Estimated data entry processing: 25 – 50 documents per day.

### **3.9 Contract Renewal**

Covered California may, at its sole discretion, extend the term of the contract to continue services through the 2015 open enrollment period through a formal amendment. If mutually agreed upon by the State and the Contractor, this Agreement shall be amended to include additional services and funding.

### **3.10 Payment and Invoicing**

Payment to Contractor is contingent upon Covered California's receiving funding from the Federal government. Covered California shall bear no liability or responsibility for payment to Contractor, even for services provided and delivered, in the event payment to Covered California from the Federal government is delayed, suspended, or terminated.

The Contractor may invoice Covered California only after the successful completion of work. The Contractor may not invoice Covered California for any costs exceeding the maximum amount identified to complete a deliverable.

## **4. PROPOSAL RESPONSE CONTENT**

Final proposal requirements are contained in the following areas that are described in detail in subsequent sections of this document:

1. Administrative Requirements
2. Understanding and Approach
3. Corporate Qualifications Summary
4. Staff Experience
  - a. Staff Resumes
5. Past Projects Completed
6. Assumptions
7. Updated Model Contract
  - a. Using the Exhibit A template (Attachment 2-B), include revised Exhibit A with updated Statement of Work
    - i. Understanding and Description of the Tasks to be Performed (Work Plan)
  - b. Costs: Include revised Exhibit B with Cost Worksheet (Attachments 2-C and 2-D)
  - c. Include Exhibits C, D, E, and F (Attachment 2-E through H) with track changes to Terms and Conditions. Submission of these Exhibits without track changes implies an acceptance to those Terms and Conditions.

## 4.1 Proprietary Information

Any documentation submitted which has been marked “Confidential” or “Proprietary” may not be accepted. All documents submitted in response to this RFP will become the property of the State of California. Government Code Section 100508(a)(1) exempts from disclosure under the Public Records Act all deliberative processes, communications, or portions of negotiations with entities contracting or seeking to contract with Covered California and entities with which Covered California is considering a contract. Included within the exemption are score sheets and proposals submitted by Vendors for purposes of competing for a contract. Covered California may, at its discretion, waive this exemption.

## 4.2 Administrative Requirements

Final Proposals will be assessed on a pass/fail basis to verify compliance with all Administrative Requirements.

### 4.2.1 *All Final Proposals must be submitted within the timelines specified in Section 1.2 of this RFP, and shall include the following Administrative Requirements in this order:*

1. A cover letter signed by a person authorized to bind the company which also includes the company’s certification number(s) for SB and/or DVBE (if applicable).
2. A Certificate of Liability Insurance equal to or greater than \$1,000,000.
3. Proof of Workers’ Compensation Liability Insurance.
4. A signed Payee Data Record form STD. 204 available at:  
<http://www.dgs.ca.gov/dgs/ProgramsServices/Forms/FMC/search/resultsNumber.aspx?number=204>
5. A signed Federal Debarment Certification (Attachment 1-B).
6. A completed certification form showing, upon award of the contract, the Bidder/Contractor agrees to provide a completed Title 22, California Code of Regulations 1230000 Statement of Economic Interests, Form 700 (Attachment 1-C).
7. A completed Darfur Contracting Act Certification (Attachment 1-G).

## 4.3 Technical Requirements

In addition to the Administrative Requirements, all Final Proposals must include:

### 4.3.1 *Understanding and Approach*

Include a description of your understanding of the project's goals, emphasizing your understanding of the objectives and the major activities that must be performed to complete the work. Discuss your strategy for providing the services outlined in the SOW within the time period allocated for that task. Provide a table showing hours per week by person covering the contract term. Include your expectations of all entities outside your own team. Provide the assumptions used to develop the response (no more than four pages).

#### **4.3.2 Corporate Qualifications Summary**

Describe and provide examples of the company's overall organizational capability and resources as they relate to the general requirements set forth in this RFP's Scope of Work (SOW), including the following (maximum of four pages):

1. Ability to manage the project and the risks involved with the project.
2. Ability to complete projects on time and within budget.
3. Ability to provide quality deliverables.
4. Evidence of the firm's experience performing the services outlined in this solicitation, including the total number of years the firm has been providing the services outlined in the SOW.

#### **4.3.3 Engagement Team Qualifications**

Describe the qualifications of each of the members of the proposed engagement team. Identify the role that each member is expected to play and describe the experience, education, knowledge, and skills each member possesses as it relates to their proposed role (no more than four pages, not including resumes).

Bidder must identify the key staff that will be the point of contact for Covered California and the percentage of time that staff will be dedicated.

#### **4.3.4 Resumes**

Provide a resume of the relevant experience for each contractor key staff person proposed. For each experience citation provided on a resume, the resume must include:

1. Total Duration: Indicate the start (month/year), end (month/year), and duration (total number of years and months) for each job experience submitted;
2. Description of Specific Experience: A complete description of the relevant experience, including identification of the client, name of the project, roles and responsibilities of the individual, and types of services provided by the individual.

#### **4.3.5 Past Projects Completed**

Describe in a narrative no more than five (5) projects your corporation has completed in the last two years that relate to the tasks listed in the SOW (no more than four pages).

#### **4.3.6 Assumptions**

Document any assumptions the Contractor is making about the SOW, the responsibilities of the Contractor and Covered California, and any other issues that are relevant to the Contractor's Offer and ability to do the work for the proposed cost. (no more than four pages)

#### 4.3.7 Model Contract Response

The template for the model contract portion of the response is contained in Attachment 2. The Bidder will provide an updated statement of work using the tasks identified in Section 3 using track changes on Attachment 2-B.

Include a description of your understanding of the statement of work (Section 3). Emphasize your understanding of Covered California's objectives and the major activities that must be performed to complete the work. Describe the activities you will perform to complete the required work. Include your expectations of all entities outside your own team.

Provide a high-level work plan for this effort. The work plan must identify major activities, estimated start and end dates, and deliverable milestones. At a minimum, the work plan must map staffing levels to the open enrollment period.

The response must include any additional information that the Contractor deems necessary to explain how the Contractor intends to meet Covered California's requirements. Include the following as appropriate:

1. Overview of the required tasks and outcomes.
2. Description of how the tasks will be performed.
3. Work plan for each task.
4. Samples of work from other projects, or outlines of what deliverables are proposed for the required tasks.

Exhibit B is the budget and payment provisions portion of the contract. Using the cost worksheet, Attachment 2-D, provide costs by fiscal year in a table consistent with the one shown in Attachment 2-D. Responses shall not exceed the total costs listed in Section 1.4. Responses that exceed the total costs listed in Section 1.4 will not be considered for selection. Provide the cost per hour to be used as the basis for any additional work, should the agreement be amended as described in the General Provisions section of this RFP.

1. The Cost Worksheet has been provided as a Microsoft Word Document. Contractors are to complete the Worksheet using the provided template. List the tasks and deliverables outlined in your work plan. Identify each resource that will be assigned to a task, including the resource's hourly rate, the estimated number of hours that the resource is expected to expend on the task, and total cost.

Each primary task is expected to result in one or more deliverables, but many sub-tasks may not be associated with a specific deliverable.

Exhibits C, D, E, and F are the standard terms and conditions between Covered California and all Contractors. Any changes to these terms and conditions should be made with track changes and submitted as part of the bidder's response. Submission of these Exhibits with no changes implies acceptance of these terms and conditions.

## 5. REVIEW OF FINAL PROPOSALS FOR AWARD/SELECTION CRITERIA

### 5.1 Written Responses to this RFP will be evaluated in three phases

Phase 1- Administrative Requirements. The Selection Team will review responses to the Administrative Requirements.

Phase 2 – Technical Requirements. Review of the understanding and approach, corporate qualifications, engagement team qualifications, resumes, and past projects completed.

Phase 3 – Cost Proposal. Review of the competitive rate proposed.

### 5.2 Interview/Site Visit

After Phase 2, interviews/site visits may be conducted with up to three of the highest rated bidders. The exact number of bidders interviewed is entirely at the discretion of Covered California. The specific staff to be interviewed will be agreed upon between Covered California and the bidder at the time the interview is scheduled.

### 5.3 Evaluation Criteria

Evidence of extensive previous experience in similar complex, short deadline efforts will receive significant consideration in the evaluation process, as will demonstrate experience related to the Scope of Work.

The table below lists the evaluation categories and the weights each will carry in the overall evaluation of each offer:

<b>Criteria</b>	<b>Weight</b>	<b>Points</b>
Administrative Requirements	10%	100
Understanding and Approach	20%	200
Corporate Qualifications	10%	100
Engagement Team Qualifications and Resumes	10%	100
Past Projects Completed	10%	200
Cost	30%	300
<b>Totals</b>	<b>100%</b>	<b>1000</b>

<b>Preference Programs if applicable</b>	<b>Points</b>
Small Business	15
DVBE Participation 5% or Over	15
DVBE Participation 4% to 4.99% inclusive	12
DVBE Participation 3% to 3.99% inclusive	9
DVBE Participation 2% to 2.99% inclusive	6
DVBE Participation 1% to 1.99% inclusive	3

The response that is most highly rated after applying the weighted evaluation criteria described above shall be recommended for selection. If two or more of the highest rated responses are evaluated as substantially equal after applying the weighted evaluation

criteria described above, then the lowest cost response from among the substantially equal responses shall be recommended for selection.

Covered California Evaluation Team will evaluate Bidder proposals in the four areas of requirements:

1. Understanding and Approach
2. Corporate Qualifications
3. Engagement Team Qualifications
4. Past Projects Completed

### **5.3.1 Understanding and Approach**

Scoring of this factor shall be based upon the Evaluation Team's assessment of the Bidder's understanding of and insight into the challenges, issues, and risks faced by Covered California as depicted in the Scope of Work, and the feasibility, efficiency, and expected effectiveness of the approaches offered by the Bidder to provide assistance to Covered California. Evaluators will assign scores based upon information contained in the Bidder's Understanding and Approach Narrative. The Evaluation Team will consider, in descending order of importance:

1. Quality of the Bidder's approach to addressing scope of responsibilities and activities, including how the Bidder will provide the flexibility to address issues as they arise, while maintaining a high level of quality in the approach;
2. Quality of the Bidder's approach to early identification of issues and risks, and how the approach will directly contribute to resolution and mitigation; and
3. Demonstrated understanding of the key characteristics of the project in general.

### **5.3.2 Corporate Qualifications**

Covered California seeks a Vendor with significant corporate capacity to respond to Covered California needs during the entire duration of the contract, support a high degree of qualified staff continuity, and a consistently high level of individual team member performance.

Corporate Description and Background: Scoring of this factor will be based upon the Evaluation Team's assessment of corporate resources, capacity, and historical track record as they relate to the Scope of Work. Evaluators will assign scores based upon the bidder's Corporate Qualifications narrative.

### **5.3.3 Engagement Team Qualifications**

Covered California seeks a team of highly qualified, site director, supervisors, training lead and technical lead as depicted in the Scope of Work. The following sections describe the evaluation and scoring of staff qualifications.

1. Staff Experience and Credentials

Scoring of this factor shall be based upon the Evaluation Team's assessment of the breadth, depth, and relevance of each proposed team member's experience

and credentials. Evaluators will assign scores based upon information contained in Resumes and Staff Experience Summary Forms. The Evaluation Team will consider, in descending order of importance:

- a. Demonstrated capacity to successfully assume responsibility comparable to that proposed for the individual in the project engagement;
- b. Demonstrated capacity to perform at a high level in multiple areas of call center operations;
- c. General breadth and extent of experience, as indicated by the number of projects, and duration of individual involvement in each;
- d. Relevance of experience as indicated by the scope and subject matter of project experience; and
- e. Relevance of education, training, and certifications.

### 5.3.4 Past Projects Completed

Scoring of this factor will be based upon the Evaluation Team's assessment of the breadth, depth, and relevance to the Scope of Work requirements, as well as corporate resources and capacity as indicated by the characteristics projects previously completed.

### 5.3.5 Scoring Criteria

Evaluators will assign technical points to all categories using these scoring criteria:

Rating	Relation to Requirements	Strengths	Deficiencies	Weaknesses	Likelihood of Success	Score
Excellent	Superior attainment of all requirements	Numerous and significant in key areas	None	Minor, if any	Very High	10.0
Good	Expected to meet all requirements	Some and significant in key areas	None	Minor, but are far outweighed by strengths	High	7.5
Acceptable	Capable of meeting all requirements	Some in non-key areas	Minor	Minor, but are outweighed by strengths	Fair	5.0
Marginal	May not be capable of meeting all requirements	None, or some that are outweighed by weaknesses or deficiencies	Significant	Significant	Poor	2.5
Unacceptable	Not likely to meet all requirements	None, or some that are far outweighed by weaknesses or deficiencies	Needs major revision	Needs major revision	None	0

## 5.4 Cost Score

Cost (300 points)



Each bidders cost score will be calculated based on the ratio of the lowest cost proposal to the bidders cost, multiplied by the maximum number of cost points available (300), as shown in the calculation below:

$$\frac{\text{Lowest Total Cost Bid}}{\text{Bidder Total Cost}} \times \text{Total cost points available}$$

Example: To help illustrate this process, refer to table below, for an example of the cost score calculation process. **Cost figures in the example below explain the calculations and have no other significance.**

*Cost Evaluation and Scoring Methodology Example*

Bidder	Grand Total Cost	Calculation	Cost Points Awarded
A	\$400,000	$\frac{\$300,000}{\$400,000} \times 300$	225
B	\$350,000	$\frac{\$300,000}{\$350,000} \times 300$	257
C	\$300,000	$\frac{\$300,000}{\$300,000} \times 300$	300

## 6. PREFERENCE PROGRAMS

### 6.1 Small Business Preference

Small Business Regulations: This RFP does not include a minimum Small Business (SB) participation preference. However, bidders are encouraged to sub-contract with SB.

1. Small Business Preferences: Bidders claiming the 5% preference must be certified by California as a small business or must commit to subcontract at least 25% of the net bid price with one or more California Certified Small Businesses (CCSB). Certification must be obtained no later than 5:00 p.m. on the bid due date.

Section 14835, et seq. of the California Government Code (GC) requires a 5% preference be given to bidders who qualify as a SB. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in California Code of Regulations (CCR's), Title 2, Section 1896, and et seq. The SB preference is for California-based Certified SB only.

To claim the CCSB preference, which may not exceed 5% for any bid, the firm must have its principal place of business located in California, have a complete application (including proof of annual receipts) on file with the State Office of Small Business and DVBE Services (OSDS) by 5:00 p.m. on the bid due date (see Section 1.2) and be verified by such office.

### 6.2 Disabled Veteran Business Enterprise (DVBE) – Declaration & Program Incentive

This RFP does not require bidders to meet the minimum DVBE participation percentage or goal. However, a bidder must complete and submit the **Bidder Declaration – Attachment 1-I** with its proposal package. Failure to complete and submit the required attachment as instructed may render the bid non-responsive. Pursuant to Military and Veterans Code Section 999.2, each State department has a participation goal of not less than 3% for disabled veteran business enterprises. These goals apply to the overall dollar amount expended each year by the awarding department.

### **6.2.1 Commercially useful function**

**Only State of California, Office of Small Business and DVBE Services (OSDS), certified DVBEs** who perform a Commercially Useful Function (CUF) relevant to this solicitation may be used to satisfy the DVBE participation goal. The criteria and definition for performing a CUF are below. When responding to this RFP, bidders will need to verify each DVBE subcontractor's certification with OSDS to ensure DVBE eligibility.

**CUF Definition** California Code of Regulations, Title 2, § 1896.61(l): The term "DVBE contractor, subcontractor or supplier" means any person or entity that satisfies the ownership (or management) and control requirements of §1896.61(f); is certified in accordance with §1896.70; and provides services or goods that contribute to the fulfillment of the contract requirements by performing CUF.

As defined in Military Veterans Code §999, a person or an entity is deemed to perform a "CUF" if a person or entity does **all** of the following:

1. Is responsible for the execution of a distinct element of the work of the contract.
2. Carries out the obligation by actually performing, managing, or supervising the work involved.
3. Performs work that is normal for its business services and functions.
4. Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted normal industry practices.

A contractor, subcontractor, or supplier will not be considered to perform a CUF if the contractor's, subcontractor's, or supplier's role is limited to that of an extra participant in a transaction, contract, or project through which funds are passed in order to obtain the appearance of DVBE participation.

Attachment 1

- 1-A: Proposal Checklist
- 1-B: Federal debarment, suspension, ineligibility and voluntary exclusion – certification
- 1-C: FORM 700 Statement of Economic Interest Certification
- 1-D: Staff Experience Form
- 1-E: Bidder Instructions
- 1-F: Payee Data Record
- 1-G: Darfur Certification
- 1-H: DVBE Declaration
- 1-I: Bidder Declarations

Attachment 2

- 2-A: Standard 213
- 2-B: Exhibit A – Scope of Work
- 2-C: Exhibit B – Budget Provisions
- 2-D: Exhibit B – Attachment 1, Cost Worksheet
- 2-E: Exhibit C – General Terms and Conditions
- 2-F: Exhibit D – Special Terms and Conditions
- 2-G: Exhibit E – Additional Provisions