

**RFP 2021-07 Health Program Consulting Pool
Questions and Answers**

#	Question	Answer
1.	<p>Can Covered California provide additional insight into the services it is seeking in the following Service Areas, as the descriptions can be interpreted in multiple ways:</p> <ul style="list-style-type: none"> • Service Area 2: Health Benefits Consulting Services • Service Area 3: Pharmaceutical Benefits Consulting Services • Service Area 4: Dental Benefits Consulting Services • Service Area 5: Healthcare Marketplace Development Consulting Services <p>For example, in one interpretation of Service Area 2, it sounds like the need is for an insurance broker to help design benefit plans, but another interpretation is that broader services are needed, e.g., guidance on essential health benefits.</p> <p>Additionally, Service Area 3 lists pharmacy benefits auditing but not what type of auditing, e.g., claims and fees, finances, contracts, policies and procedures, service standards, compliance, etc.?</p> <p>Can Covered California provide more specific information about the services it is seeking in the Service Areas listed above? Could examples be provided?</p>	<p>Covered California has a wide variety of consulting needs in these areas, many of which cannot be known until new laws, policies, and/or programs are proposed or implemented, so the scope has been kept intentionally broad to account for these needs.</p>
2.	<p>The requirement to have multiple clients within the particular Service Area may present multiple conflicts of interest for the RFP responder—what is Covered California’s policy on conflicts between its QHPs and QDPs and its vendors?</p>	<p>The requirement in Attachment 7 to list multiple clients as references should pose no conflict of interest. Sections II and JJ of Exhibit C in the Model Contract outline our conflict of interest policies. Section II prohibits contractors from engaging in any activities or relationships that could reasonably be considered a conflict of interest. Contractors must disclose any</p>

		possible conflicts of interest when they arise. Section JJ sets forth the Form 700 procedures that obligate designated contractors to identify certain financial interests which may pose a conflict of interest.
3.	For Section 4.3.1, if we are submitting a proposal for three service areas, would the page limit be six pages total (2-page limit per service area)?	Correct. The 2-page limit to Section 4.3.1 Understanding and Approach applies per service area.
4.	What is the format we should use for placing resumes in Exhibit C, Attachment 1 – Resumes ? Should we include the original text/instructions and place all resumes after that?	Word or PDF format is acceptable. And yes, you may include the resumes in the Exhibit C, Attachment 1- Resumes document or send them separately.
5.	Could you clarify if references need to be within the past four years or three years? We noticed the instructions were different between 4.3.6 and Attachment 7.	Please provide references within the last three (3) years.
6.	Can vendors bid on subsections within the six service categories? Or can vendors bid only on full sections?	Vendors must apply for complete service area categories, not subsections of service areas.
7.	Regarding Exhibit A—E. Reporting Headquarters Location, do vendors need to be onsite on a routine(daily) basis during the public health emergency to provide the services described in Section 6: Health Equity and Quality Transformation Consulting Services?	No, vendors are not required to be onsite at Headquarters during the pandemic. When the public health emergency has concluded, Covered California may request contractors to appear onsite at Headquarters to fulfill specific deliverables; however, this should be a rare occurrence. Covered California expects that most work will be performed remotely.
8.	Can you please clarify the following statement in Exhibit B – Budget Detail and Payment Provisions, Section A.3., with regards to travel expenses? <i>“No overtime or travel expenses shall be reimbursed under this Agreement. Any and all travel, shall only be reimbursed if justified in a pre-approved work order as necessary to provide the deliverables of a specific project.”</i> Specifically, is the contractor expected to incur but not be reimbursed for all	Travel will not be reimbursed unless approved by Covered California for the purpose of fulfilling a specified deliverable in an approved work order. This would be a rare occurrence.

	travel costs or is Covered CA stipulating that travel, if it is required, shall be approved on an “as-needed” basis?	
9.	Exhibit C, Attachment 1 states that, “A copy of the resume must also be sent to Covered California’s Contracts Unit to determine if the consultant or individual subcontractor is a Form 700 Code Filer and if background clearance is required.” Is this requirement the responsibility of the responding vendor, or of Covered California evaluators? If the former, to what contact should the vendor send separate team member resumes?	It is a requirement for the Proposer to submit resumes as part of Exhibit C, Attachment. 1- Resumes. Covered California will determine whether specific consultants or subcontractors must complete a Form 700 or the background check process.
10.	Section 1.10 of the RFP directs responders to “Sequentially number the pages in each section and clearly identify each section in the order requested.” Does Covered California require that page counts reset with each new section?	Page numbering should reset with each new section.
11.	Attachment 4—SEI Certification states that “Upon award of the contract, [Proposer Organization Name] agrees to provide a completed Title 10, California Code of Regulations, Chapter 12, Article 1, Statement of Economic Interests (Form 700), <i>if required.</i> ” Can you please clarify if this form will be required for this RFP response?	Yes. Attachment 4- Statement of Economic Interests Certification must be completed in your response. Covered California will determine whether specific consultants must file a Form 700 at the time of contract execution and periodically throughout the contract.
12.	For Exhibits D and E, are responding vendors expected to return redlined copies of the Exhibits?	Yes, if Proposer suggests changes. Any proposed changes to all exhibits must be redlined and submitted for consideration. Please refer to Sections 1.10 and 4.2.3. Covered California retains final discretion whether to accept a proposed change. Extensive or significant changes or exceptions to the Model Contract may make the proposal non-responsive to the RFP if Covered California, in its sole discretion, determines that the proposed changes or exceptions materially change the contractual relationship between the parties.