

**REQUEST FOR PROPOSALS**  
**for**  
**NEGOTIATION SUPPORT SERVICES**  
  
**IDAHO HEALTH INSURANCE EXCHANGE**  
  
**dba**  
  
**YOUR HEALTH IDAHO**

**Project:** Negotiation Support Services

**Response Date:** December 23, 2013, 12:00 noon.

December 16, 2013

## GENERAL INFORMATION

**BACKGROUND** – The Idaho Health Insurance Exchange doing business as Your Health Idaho (“YHI”) is seeking qualified and experienced respondents (“Respondents”) to submit a written response to this Request for Proposals (“RFP”) to provide negotiation support services (“Services”) for technology procurements undertaken by YHI. This RFP process is intended to solicit binding proposals from qualified candidates who have demonstrated an interest in the Services and have been deemed qualified to perform the work.

Pursuant to a separate RFP issued in September, 2013, YHI is in the process of selecting a technology vendor to implement a health insurance exchange solution that includes functionality for a web portal, enrollment, plan management, financial management, and Small Business Health Insurance Options Program (“SHOP”). The exchange solution must also support consumer assistance activities, notices and reporting, and administrative functions (audits and analytics). In response to this RFP, YHI is looking for an individual or firm to provide the Services which include initially assisting YHI with and being willing to lead, if requested by YHI, the contract negotiation efforts between YHI and the chosen vendor for the technology solution with the ultimate goal of entering into a contract with the chosen vendor or vendors for the technology solution.

The successful Respondent(s) to this RFP will have demonstrated experience in healthcare, technology, outsourcing, strategic alliances, procurement, mergers, acquisitions, financing, corporate, and transactional experience. The Respondent will have an understanding of the Affordable Care Act (“ACA”), health insurance exchanges, healthcare regulations, insurance exchanges, insurance company and Medicaid information systems, and business operations, processes, and performance measurements. Respondent should have experience establishing and negotiating contracts in both the private and public sectors. Ideally, the Respondent will have experience working on health insurance exchange marketplace technology contracts, including the relationships between a health insurance exchange, insurance carriers, Medicaid, and state agencies.

Additional areas of experience and knowledge to include the following:

- CCIIO and HHS vendor contracting requirements and use of Section 1311 grant funds for implementation of state-based health insurance exchanges
- Contracting for project related financial management
- Federal compliance
- Hardware costs
- Large IT contracts, public and private
- Leasing versus owning technology solutions

- Data ownership
- Liquidated damages
- Long-term maintenance and operations support
- Negotiation of exchange contracts
- Performance Guarantees
- Security procedures
- Service level agreements
- Software costs
- Software licensing including upgrades and enhancements
- User licenses
- Technology support and ownership
- Turnover
- Vendor staffing models
- Warranty language
- Change order process
- Data privacy and security
- Intellectual property ownership
- Assignment of the contract/effect of mergers and acquisition

The successful Respondent will be required to pass a background check and sign a confidentiality/non-disclosure agreement. The successful Respondent must be willing to and may be asked to subcontract with an existing YHI vendor.

In response to this RFP, please provide a minimum of three references with contact information for each reference. Reference contacts must be from a client who managed or supervised you or your firm's work or who had oversight responsibility for you or your firm's performance for that work experience. The reference contact must be available to validate the experience provided on the dates specified in the resume. Include the following information for each reference:

1. Engagement name
2. Brief description of the engagement
3. Contact name and title
4. Contact phone numbers and email address

Respondents should also briefly describe their understanding of the services needed to negotiate a successful solutions contract and the activities the Respondent will perform. Respondents should include expectations of all entities outside their own team and how Respondent would initially engage with YHI and its stakeholders to perform this work.

Respondents should provide a resume plus details on at least three relevant/similar contract negotiations that Respondent has successfully led or guided to a successful conclusion including a description of cost savings and unique contract arrangements achieved for the benefit of the client.

The Services will comply with all applicable rules, standards and specifications of the State of Idaho, the federal government and other regulatory agencies. The successful Respondent to this RFP must be licensed, if applicable, qualified, and must have the demonstrated ability to provide similar services for other projects similar in size and complexity to the solutions project.

As much as is practical and to the extent allowed by Idaho and federal law, YHI requests that Respondents to this RFP team with companies that have a significant presence in Idaho.

**GENERAL TERMS** – This RFP does not commit the YHI to enter into an agreement, to pay any costs incurred in the preparation of this proposal or in subsequent negotiations, or to procure or contract for any Services. YHI reserves the right to use its own form agreement for this contract.

**REVISIONS TO RFP** – In the event that it is necessary to revise or amend any part of the RFP, timely addenda will be issued by email to those firms that have been pre-qualified to respond to the RFP.

**RESERVATION OF RIGHTS BY YHI** – The issuance of this RFP does not constitute an assurance by YHI that any contract will actually be entered into by YHI and YHI expressly reserves the right to:

- Waive any immaterial defect or informality in any response or response procedure.
- Reject any and all proposals.
- Request additional information and data from any or all Respondents.

- Supplement, amend, or otherwise modify the RFP or cancel this request with or without the substitution of another RFP.
- Disqualify any Respondent who fails to provide information or data requested herein or who provides inaccurate or misleading information or data.
- Disqualify any Respondent on the basis of any real or apparent conflict of interest.
- Disqualify any Respondent on the basis of past performance on other projects.
- Prior to the response time, YHI may meet with and consult with some or all of the potential Respondents to this request.
- YHI may negotiate with any Respondent to this RFP and shall have the sole discretion to choose the best combination of qualifications and price for the Project and Services.
- YHI shall have the sole discretion to select one, none or several different vendors to provide the Services, or portions thereof, as described in this RFP.

By responding to this request, each Respondent agrees that any finding by YHI regarding any fact in dispute as to this proposal or the responses thereto shall be final and conclusive except as provided herein.

**EVALUATION** – An Evaluation Committee will evaluate and determine the individual and comparative merits of each of the proposals received. It is the responsibility of the Respondent to ensure that the proposal complies with this RFP, demonstrates qualifications, and provides the information requested. If the Respondent fails to provide any information requested in this RFP, such failure may result in either non-qualification of a particular category of service or rejection of the proposal. The Evaluation Committee may choose to interview some, none or all Respondents.

**PROPRIETARY MATERIAL** – YHI assumes no liability for disclosure of proprietary material submitted by Respondents. Proposal submittals may be considered public documents under applicable state law except to the extent portions of the submittals are otherwise protected under applicable law. Any specific items of information that is a trade secret and which is included in a response to this RFP shall be segregated by Respondent from the other portions of the RFP response and labeled as such. Respondent shall not label an entire document as a “trade secret,” merely because a portion of that document is or may be a trade secret. If any trade secret information becomes the subject of a public records or other such request for production, YHI will notify the Respondent and, upon the execution of an agreement to defend and indemnify YHI, will allow the Respondent to address the public records or other request on behalf of YHI in the appropriate forum.

**PRICE PROPOSAL** – Respondents should provide a summary of the types of fees and costs as well as the pricing model you or your firm will charge to provide the. At a minimum,

Respondents should include an hourly rate for the performance of the Services. However, YHI is willing to entertain alternative price strategies including but not limited to a fee based on percentage of savings.

**QUESTIONS AND RESPONSE TIME:** Questions or requests for clarification must be submitted by 5:00 p.m. Mountain Standard Time, December 18, 2013. Questions and requests for clarification must be sent to [RFP@YourHealthIdaho.org](mailto:RFP@YourHealthIdaho.org). No questions will be answered orally. Relevant questions and the corresponding answers will be made available to all proposers.

Responses to this RFP must be received by 12:00 noon, Mountain Standard Time, December 23, 2013 and should be sent to [RFP@YourHealthIdaho.org](mailto:RFP@YourHealthIdaho.org). Responses submitted beyond this date may be deemed non-responsive and not subject to consideration by YHI.