
YOUR HEALTH IDAHO REQUEST FOR APPLICATIONS (RFA)

GUIDELINES AND INFORMATION REGARDING ENROLLMENT SERVICES RFA FOR YOUR HEALTH IDAHO

**FOR ANY AND ALL NOTIFICATIONS, RELEASES AND AMENDMENTS ASSOCIATED
WITH THE RFA:**

Contact:

Current Contact Name

Current Contact Job Title

RFA@yourhealthidaho.org

Your Health Idaho

SECTION 1: INTRODUCTION

A. PURPOSE OF REQUEST FOR APPLICATION

The Idaho Health Insurance Exchange dba Your Health Idaho (“YHI”) is seeking applications (each an “Application” and collectively, “Applications”) from organizations interested in providing enrollment entity services to Idahoans needing assistance in completing applications for Advanced Premium Tax Credits (APTC) via YHI’s web-based systems (the “Services”). **Selected organizations (hereinafter “Enrollment Entities”) will provide the Services using trained and certified Enrollment Counselors.** This Request for Application process (this “RFA”) is intended to solicit binding proposals from organizations that have demonstrated an interest in providing the Services and have been deemed qualified to perform the work (each an “Applicant” and collectively “Applicants”).

B. GENERAL TERMS

YHI expressly reserves the right to not award a contract pursuant to this RFA. YHI is not obligated to pay any costs incurred in the preparation of this proposal or in subsequent negotiations. Contracts awarded pursuant to this RFA will not include minimum guarantees of funding and will include payments based on actual work performed as requested.

The issuance of this RFA does not constitute an assurance by YHI that any contract will be entered into by YHI, and YHI expressly reserves the right to:

- Waive any immaterial defect or informality in any response procedure;
- Reject any and all Applications;
- Request additional information and data from any or all Applicants;
- Supplement, amend, or otherwise modify the RFA or cancel this request with or without the substitution of another RFA;
- Disqualify any Applicant who fails to provide information or data requested herein or who provides inaccurate or misleading information or data;
- Disqualify any Applicant on the basis of any real or apparent conflict of interest;
- Disqualify any Applicant 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 Applicants to this request;
- YHI may negotiate with any Applicant to this RFA and shall have the sole discretion to choose the best combination of qualifications for the Services;
- YHI shall have the sole discretion to select one, none or several different entities to provide the Services, or portions thereof, as described in this RFA;
- By responding to this request, each Applicant 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.

C. BACKGROUND

Signed into law by President Obama on March 23, 2010, the ACA required States to begin operating a Health Insurance Exchange by January 1, 2014 or to allow the federal government to operate an Exchange on their behalf. In legislation adopted in March of 2013, the State of Idaho established its own Exchange, the Idaho

Health Insurance Exchange, now known as YHI. YHI provides Idaho residents with the opportunity to compare health plans based on rates, benefits, and quality and to enroll in the product that best suits their needs.

A critical element of the on-going success of YHI is establishing partnerships with Enrollment Entities willing and prepared to provide outreach, education and assistance as Idahoans shop, compare and choose health plans that fit their needs and budgets.

SECTION 2: RFA GUIDELINES

A. ADMINISTRATION OF THE RFA

This RFA is issued by Your Health Idaho and managed by the Director of Customer Experience.

B. COMMUNICATIONS

From the issue date of this RFA until successful Applicants are selected and announced, Applicants may communicate only with the Director of Customer Experience for questions, information and clarification surrounding this RFA. All inquiries should be directed to RFA@yourhealthidaho.org.

C. APPLICATIONS

1. General Guidelines and Additional Information

- Every Enrollment Counselor working on behalf of an Enrollment Entity will be required to submit to a background check.
 - The process for requesting background checks and tracking background check histories on Enrollment Counselors is the responsibility of the Enrollment Entity.
 - A background check can be completed through the Idaho State Police; it does not need to be an FBI background check, nor do the background checks need to include a fingerprinting component.
 - A background check must be completed every twenty-four (24) months on an Enrollment Counselor, where applicable.
 - The disqualifier for a background check is a felony conviction of any type.
- Costs for the development of proposals are the sole responsibility of the Applicant. All Applications become the property of YHI
- **APPLICATIONS MUST BE SUBMITTED ONLINE THROUGH YHI'S WEBSITE AS PROVIDED IN SUBSECTION 2 BELOW.**

2. Where to Apply

- Access the RFA Process on Your Health Idaho's website at <http://www.yourhealthidaho.org/vendors/>
 - Go to the "Open RFAs" tab on that page
 - Follow the RFA link for the current calendar year
 - Follow the step-by-step instructions

3. Discussions

Discussions may be conducted with Applicants who submit proposals determined to be reasonably susceptible to being selected. The discussions shall be for the purpose of clarification to assure full understanding of, and responsiveness to, the solicitation requirements.

4. Evaluation Criteria

The YHI evaluation team will determine which Applications satisfy the requirements of this RFA by considering the experience, expertise and suitability of the Application as submitted. It is the responsibility of the Applicant to ensure that their Application complies with this RFA, demonstrates qualifications, and provides the information requested. If the Applicant fails to provide any information requested in this RFA, such failure may result in rejection of the Application.

5. Award

Award shall be made to the responsible Applicant(s) whose proposal(s) are determined to be the most advantageous to YHI taking into consideration price and evaluation factors set forth in this RFA. Awards will come in the form of an annual dollar amount, divided by and paid in twelve (12) monthly increments, for the period of October 1st through September 30th of the designated contract “year”.

The selected Applicants will work directly with the germane YHI departments in performing the Services. Specific project oversight and direction will be provided by the Director of Customer Experience, with coordination by the Sr. Supervisor of YHI’s Consumer Connectors team.

Contracts awarded under this RFA may be renewed, at the discretion of YHI, for up to a one-year extension upon written agreement from the Enrollment Entity and YHI.

6. Confidentiality of Information

The Contractor, its officers, agents and employees, and subs, shall treat all information which is obtained by it through its performance under a contract, as confidential information, to the extent required by the laws of the State of Idaho and the United States. Individual identifiable information shall not be disclosed without prior written approval of the Executive Director of YHI. The use of information obtained by the Applicant in the performance of its duties under a contract shall be limited to purposes directly related to the requirements of the contract, unless expanded by agreement between the contractor and the Executive Director of YHI.

7. Proprietary Information

YHI assumes no liability for disclosure of proprietary material submitted by Applicant. 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 item of information that is a trade secret and which is included in a response to this RFA shall be segregated by Applicant from the other portions of the RFA response and labeled as such. Applicant 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 Applicant and, upon the execution

of an agreement to defend and indemnify YHI, will allow the Applicant to address the public records or other request on behalf of YHI in the appropriate forum.

SECTION 3: INTEGRATING AGENT AND BROKER REFERRALS AND RELATIONSHIPS INTO ACTIVITY PLAN

YHI's commitment to a primary referral path to agents and brokers has not changed. Enrollment Entities will be required to develop plans to integrate agent and broker relationships and referrals into their activities.

As part of YHI's goal to offer the best service to Idahoans, Enrollment Entities are encouraged to develop professional relationships with a variety of agents and brokers in the state to refer clients to agents who can legally recommend plans. Developing these relationships will also allow agents to use Enrollment Entity services to help underserved populations and those who do not qualify for APTC identify support services if they cannot afford insurance.