

**REQUEST FOR PROPOSALS**

**For**

**Case Management System**

**IDAHO HEALTH INSURANCE EXCHANGE**

**dba**

**YOUR HEALTH IDAHO**

**Project:** YHI Case Management System

**Proposal Submission Deadline:** By June 15, 2015, 5:00 p.m. MT

May 22, 2015

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## **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 (“Proposal”) to this Request for Proposal (“RFP”) to provide an automated Case Management System to support the call center operations to document, track, manage and provide reporting for the Idaho Health Insurance Exchange (“IHIE”) “Complex Case” tickets. A Complex Case is an incident communicated to the YHI or the Idaho Department of Health and Welfare (“DHW”) Call Centers that requires for resolution the involvement of two or more entities – YHI, GetInsured, DHW, Carriers, or brokers and agents. Currently Complex Case tickets are processed manually by YHI. This RFP seeks binding Proposals from qualified candidates to provide Case Management Software in a software as a service format, with the Respondent providing the availability and use of the Case Management System through an internet connection. This RFP process is expected to rapidly result in the selection by YHI of a Respondent to provide the Case Management System and the services described in this RFP (the “Services”), and upon execution by both parties of the Contract Confirmation attached as Attachment A and a written agreement agreed to by both parties based on the Independent Contractor Agreement attached as Attachment B (“Master Agreement”), to result in a binding agreement between YHI and a Respondent (that Respondent is the “Case Management System Vendor”).

On March 23, 2010, the President signed into law the Patient Protection and Affordable Care Act (“PPACA”). On March 30, 2010, the Health Care and Education Reconciliation Act of 2010 was signed into law. These laws, collectively referred to as the Affordable Care Act, include laws designed to expand coverage, to provide more health care choices, to enhance the quality of care for all Americans, to hold companies more accountable, and to lower health care costs. Among these provisions, is the opportunity for each state to establish an American Health Benefit Exchange by January 1, 2014, that would 1) facilitate the purchase of qualified health plans; 2) provide for the establishment of a Small Business Health Options Program (“SHOP Exchange”) designed to assist qualified employers in facilitating the enrollment of their employees in qualified health plans offered in the SHOP Exchange; and 3) meet other requirements specified in PPACA.

Idaho received a Federal grant to begin establishment activities for an Idaho health benefit Exchange.

An independent Board representing key stakeholders has been appointed by the Governor of the State of Idaho, and has approved the creation of Your Health Idaho to oversee the implementation and ongoing operations of the Idaho State Benefit Exchange for insurance policies effective January 1, 2015.

The mission of YHI is to establish the Idaho State Benefit Exchange: a new online marketplace for Idaho where individuals and small businesses can search for, compare and make an informed decision about the health insurance coverage that is best for them and their families leading to a significant number of newly insured Idahoans. Additionally, YHI will provide individuals and small businesses access to tools, easy to understand information and expert resources that will empower them to use YHI to protect their long-term economic interests, the wellbeing of their families and in the case of businesses, their employees.

YHI has awarded the design, development, implementation and ongoing provision of the software system comprising the IHIE to Vimo, Inc., dba Getinsured.com (“GetInsured”). YHI has engaged Accenture LLP (“Accenture”) to provide program management office and consulting services to YHI. YHI has engaged First Data Government Solutions, L.P. (“First Data”) to provide independent verification and validation services to YHI. Services will require coordination between designed YHI personnel, GetInsured, Accenture and First Data.

## **CASE MANAGEMENT SYSTEM**

This Section sets forth the requirements and preferences for the Case Management System.

The Case Management System must accommodate multiple stakeholders in various geographic locations to securely collaborate, exchange personal information and resolve complex cases. Initially those stakeholders are:

- Your Health Idaho
- GetInsured
- DHW
- Idaho Department of Insurance
- Idaho Insurance Carriers (“Carriers”)
- Certified Idaho Health Insurance Brokers and Agents
- Select Health
- Blue Cross of Idaho
- Regence Blue Shield
- Mountain Health Co-Op
- Pacific Source
- Bridgespan
- Centers for Medicare and Medicaid Services
- Health Insurance Plan Members

The Case Management System will be used by employees, contractors, and other stakeholders of Your Health Idaho, initially with the following approximate numbers of users: 25-50, but licensing terms need to provide the ability for YHI to increase users as it needs.

## **BUSINESS GOALS**

The Case Management System must be a web-based case processing system with interoperability for health care insurance transfer of data, document management, access to selected data, and statistics and reports for secure, Health Insurance Portability and Accountability Act (HIPAA), and MARS-e compliant health insurance incident complex case management. The logging, tracking, and reporting of incidents is currently done manually by the YHI Call Center Customer Service Representatives in support of consumers, agents/brokers, vendors, and government agencies, and the Case Management System will replace that manual process.

The Case Management System and the Services should where possible advance YHI’s three strategic goals, and use those goals to guide and prioritize what is to be accomplished:

Customer Experience:

- Improve support to members
- Enable access from anywhere, anytime.

#### Data Sharing and Availability:

- Improve efficiency of information sharing within the IHIE, its members and stakeholders
- Enable and advance information technology (IT) interoperability with IHIE and its stakeholders
- Facilitate and support better-informed decision making
- Enable more rapid dissemination of data and improved resolution times for members

#### Audit and Compliance:

- Improve efficiencies in incident handling, management, tracking, monitoring, resolution and reporting
- Better incident logging, tracking, coordination, and resolution for internal and government audits
- Improved resource coordination between YHI, Carrier, GetInsured, and DHW teams
- Enable better-informed decision making

### **OPERATIONAL GOALS AND SYSTEM AND SERVICES FEATURES**

We are seeking a Case Management System that provides robust functionality, scalability, and sufficient ability to tailor to our needs. We are seeking Services that provide the responsiveness and support that we need for this critical business process.

Exhibit 1 sets forth the features we are seeking in a Case Management System, with a column for each Respondent to describe the applicable capabilities in its Case Management System.

Exhibit 2 sets forth the features for the Implementation Services we are seeking, with a column for each Respondent to describe the applicable features of the Respondent's Implementation Services

Exhibit 3 sets forth the features for the Software as a Service Services we are seeking with a column for each Respondent to describe the applicable features of Respondent's Software as a Service Services.

Exhibit 4 sets forth the business terms for the Software as a Service Services we are seeking with a column for each Respondent to describe the applicable features of Respondent's Software as a Service Services.

### **CHARGES**

For Implementation Services, we would prefer to have a fixed fee with a clear scope of Implementation Services including our required configurations and interfaces. In any event we will also need to have a rate card included for any additional Implementation Services that we may require outside the scope.

After Implementation Services are complete, we expect to be charged a monthly fee for the provision and our use of the Case Management System, including all Software as a Service Services.

Any travel for Implementation Services needs to be set forth in the Proposal. There is no travel expected following Implementation Services. YHI expects no expenses to be reimbursed other than travel during Implementation Services.

### **MASTER AGREEMENT**

We have included our standard contractor agreement at Attachment B. We understand that it will require modification for the Case Management System and the Services to be provided under this

RFP. Each Proposal should include a copy of our standard Independent Contractor Agreement marked to show all changes proposed to reflect the terms of the Proposal. Except to the extent marked in the Proposal, the Respondent will accept our standard Master Agreement terms.

## **ADMINISTRATIVE**

### *PROPOSAL INQUIRIES*

Potential Respondents may make inquiries regarding this RFP any time during the inquiry period listed below. YHI may not respond to any improperly formatted inquiries. YHI will not respond to any inquiries received after 5:00 p.m. MT on the inquiry period end date. YHI may extend the proposal due date.

To make an inquiry, vendors can send an email to **RFP@YourHealthIdaho.org**. Answers will be posted on the YHI website at <https://www.yourhealthidaho.org/exchange-op-board-info/vendor-opportunities/> on June 8, 2015 at 1:00 p.m. MT.

### *DUE DATES*

All Proposals are due by 5:00 p.m., MT, on June 15, 2015. Any Proposal received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late Proposals will not be evaluated for award; provided that YHI reserves the right to revise the due date for all Proposals by notice posted at [www.yourhealthidaho.org](http://www.yourhealthidaho.org).

### *SCHEDULE OF EVENTS*

<b>Event</b>	<b>Date</b> <b>All times listed are Mountain Time (MT)</b>
1. RFP Distribution to Potential Respondents	May 22, 2015
2. Questions from Potential Respondents Due	5:00 p.m. MT, June 2, 2015
3. YHI response to Potential Respondents posted on the YHI website <a href="https://www.yourhealthidaho.org/exchange-op-board-info/vendor-opportunities/">https://www.yourhealthidaho.org/exchange-op-board-info/vendor-opportunities/</a>	1:00 p.m. MT, June 8, 2015
4. Vendor Proposal Response Due	5:00 p.m. MT, June 15, 2015
5. Target Date for Proposal Evaluation Team (PET)	June 18, 2015
6. Interviews of Vendor Candidates, if needed	June 22-June 23, 2015
7. Demonstration of Case Management System	June 25, 2015

8. Anticipated Decision and Selection of Vendor	July 6, 2015
9. Anticipated Commencement Date for Implementation Services	July 9, 2015
10. Go-live Target Date for Commencement of Production Software as a Service Services	August 5 , 2015

## PROPOSAL SUBMITTAL

Each Respondent must submit signed copies of its Proposal to RFP@YourHealthIdaho.org. The Proposal is a binding offer to contract with YHI that remains open and irrevocable for a period of 45 days after submission. The Proposal must follow this format:

- Cover Letter (include phone and e-mail contact)
- Respondent Information:
- Respondent References (1 minimum)
- Respondent Resume
- Description of Case Management System and Responses to Exhibits 1, 2, 3 and 4
- Description of Implementation including Key Deliverables and Timeline for Key Milestones
- Proposed Charges Including monthly Fees for the Case Management System, Implementation Fees, and Rates for Other Services
- Conflict of Interest Statement
- Payment Address
- Proof of Insurance
- W-9 Form
- Proposed Master Agreement marked to show changes from Attachment B
- Acknowledgement of Appendix 1, the Privacy and Security Standards and Implementation Specifications for Non-Exchange Entities. Vendor will have access to and will store personally identifiable information (PII) through the course of providing the Case Management System and performing the Services.
- Acknowledgement of Appendix 2, the Definitions to Non-Exchange Entities

Electronic submissions to rfp@yourhealthidaho.org are subject to the June 8, 2015, 5:00 p.m. MT deadline. Due to file size restrictions with systems, we recommend sending a confirmation email with no attachments after submission – YHI will confirm the receipt.

### Restrictions on Communications

From the issue date of this RFP until the Case Management System Vendor is selected, Respondents and their representatives are not allowed to communicate with any YHI staff, Board members, staff of any agency of the state of Idaho, or other involved parties regarding this procurement except the RFP Issuing Officer, Ethan Owen, or his designee. For violation of this provision, YHI reserves the right to reject any Proposal.

## **Disposition of Proposals**

All Proposals received by YHI shall upon receipt become and remain the property of YHI. YHI shall have the right to use all concepts contained in any Proposal and this right will not affect the solicitation or rejection of any Proposal.

## **Release of Claims**

By submitting a Proposal, the Respondent agrees that it will not bring any claim or cause of action against YHI based on: 1) any misunderstanding concerning the information provided herein; 2) concerning YHI's failure, negligent or otherwise, to provide the Respondent with pertinent information as intended by this RFP; or 3) YHI's decision to select a different party as the Case Management System Vendor.

## **Subcontractors**

In the event a Proposal is submitted that involves more than one organization, one organization shall be designated as the Respondent. All other participants shall be designated as subcontractors. All subcontractors shall be identified by name and for each proposed subcontractor, background information along with a description of the functions or tasks the subcontractor(s) would perform under this RFP must be included consistent with instructions found elsewhere in this RFP. The Respondent shall be wholly responsible for the entire performance whether or not subcontractors are used. The project leader (Project Manager) shall be an employee of the Respondent and meet all the relevant requirements.

The Respondent must acknowledge a binding agreement between the Respondent and any subcontractors has been executed. YHI reserves the right to review any subcontracting agreements.

## **Amendment to this RFP**

YHI reserves the right to amend this RFP at any time. Amendments prior to the deadline for Proposal submissions will be posted to YHI's website at [yourhealthidaho.org](http://yourhealthidaho.org). It is the responsibility of the Respondent to monitor the website for amendments and other communications from the Issuing Officer.

As part of the cover letter included with the Proposal, the Respondent shall acknowledge receipt of amendments, if any, to the RFP by identifying all amendment numbers and dates of posting.

## **Withdrawals**

Prior to the submission deadline for the Proposal, an already submitted Proposal may be withdrawn by the Respondent by submitting a written request for its withdrawal to YHI, signed by the Respondent. Transmission of the written request via email is acceptable.

A Respondent may submit an amended Proposal before the submission deadline for Proposals. Such amended Proposal must be a complete replacement for a previously submitted Proposal and must be clearly identified as such in the Transmittal Letter of the amended Proposal. YHI will not merge, collate, or assemble Proposal materials.

Unless requested by YHI, no other amendments, revisions, or alterations to Proposals will be accepted after the submission deadline for Proposals, except as stated in this RFP or any amendment thereto.



## **Cancellation of the RFP**

The RFP may be cancelled and any or all Proposals may be rejected in whole or in part, when it is determined to be in the best interest of the YHI or the State of Idaho. YHI shall not be liable for any costs, expenses, loss of profits, or damages whatsoever incurred by the Respondent in the event this RFP is cancelled or a Proposal is rejected.

## **Additional Materials and Documentation**

Upon request from YHI, each Respondent shall submit any additional materials and documentation reasonably required by YHI in its evaluation of the Proposal.

## **Acceptance of Proposals**

All Proposals properly submitted will be accepted by YHI. However, YHI reserves the right to request necessary amendments from a Respondent, reject any or all Proposals received, or modify or cancel this RFP, according to the best interests of YHI and the residents of the state of Idaho.

YHI also reserves the right to waive minor irregularities in Proposals, providing such action is in the best interest of YHI or the State of Idaho. In the event YHI waives any minor irregularity in any Proposal, such waiver shall in no way modify the requirements of this RFP or excuse the Respondent from full compliance with the specifications of this RFP nor excuse the Case Management System Vendor from any contract requirement. At the discretion of YHI, YHI may contact the Respondent to clarify irregularities or provide missing requirements. The Respondent is required to submit clarifications or missing requirements with a turnaround time to be determined by YHI.

YHI reserves the right to exclude any and all non-responsive Proposals from any consideration under this RFP.

## **Proposal Opening and Inspection**

During the Proposal evaluation and award recommendation period, Proposals shall not be available for inspection. Proposals shall not be opened publicly, but shall be opened in the presence of two or more individuals selected by YHI. The register of Proposals and Proposals shall be open to public inspection after a Case Management System Vendor has been selected.

## **Irregular Proposals**

Proposals may be considered irregular and rejected for the failure to comply with the instructions herein or demonstrating a failure to comply with applicable law.

## **Proposal Considerations**

Each Proposal shall remain a valid Proposal for 60 days from the Proposal due date.

Proposals that are submitted in a timely manner and meet the mandatory submittal requirements of this RFP will be reviewed and evaluated in accordance with this RFP.

By responding to this RFP, each Respondent acknowledges that YHI is working under significant time constraints and may or may not have the resources to provide a full and complete evaluation of every proposal received in response to this RFP. In that regard, YHI reserves the right, if deemed necessary and in its sole

discretion, to conduct an initial review of all Proposals for the purpose of establishing a list of qualified semi-finalists. The initial review will be based on factors that are consistent with the evaluation criteria outlined below. In such an event, YHI will then move forward with a complete evaluation of those proposals. YHI will not be obligated to disclose the list of semi-finalists to any Respondent.

A Proposal Review Team will be charged with evaluating proposals based on the criteria set forth below. During the evaluation process, YHI may contact a Respondent for the purpose of obtaining clarification of its Proposal. YHI may, at its discretion, select finalists to provide a presentation to the Proposal Review Team either in person or remotely.

### **Award**

Notification of intended contract award, if any, may be provided to the selected Respondent on or about the date specified in this RFP. Such notification shall be subsequently confirmed in writing. The contract award is subject to availability of funding. Until YHI returns a countersigned Contract Confirmation and the parties finalize and sign a Master Agreement, there is no binding agreement and YHI retains the freedom to determine how to proceed, notwithstanding any notification of intended contract award it may have provided.

Neither YHI nor the State of Idaho are liable for any work, costs, expenses, loss of profits, or any damages whatsoever incurred by the any Respondent, or by the Case Management System Vendor prior to the official starting date, and contract work prior to this date may result in no payment. YHI reserves the right to modify this policy; any modification will be made in a written statement and signed by both YHI and the Case Management System Vendor. Upon the full execution of the Independent Contractor Services Agreement, YHI will provide the unsuccessful respondents with a notice of non-award.

### **Contract Negotiation Process**

Upon completion of the evaluation process, YHI may select one Respondent to be the Case Management System Vendor, based on the evaluation findings and other criteria deemed relevant for ensuring that the decision is in the best interest of YHI and the State of Idaho. In the event that for any reason YHI does not complete the contract with the selected Respondent within three (3) days of such selection, YHI reserves the option of negotiating with other Respondents.

### **Protest Policy and Procedures**

Respondents who submit Proposals in response to this RFP may protest the award of the contract resulting from this RFP. A Notice of Intent to Protest must be made in writing to YHI, attention chief information officer, and must be received no later than two (2) working days from the notice of non-award. If no such Notice of Intent to Protest is timely filed, the Respondent forgoes its ability to pursue a protest.

A Protest Notification must be made in writing to the Issuing Officer and must be received no later than five (5) working days from the notice of non-award. The Protest Notification must contain specific grounds for the protest. Supporting documentation must be included with the protest. A protest must state all grounds upon which the protesting party asserts that the solicitation or award was improper. Issues not raised by the protesting party in the protest are deemed waived. A protest that is incomplete or not submitted within the prescribed time limits will be summarily dismissed.

Only the following are acceptable grounds for protest:

- Failure to follow YHI procedures established in this RFP or YHI rules of procurement
- Errors in computing scores which contributed to the incorrect selection of a Respondent

- Bias, discrimination, or conflict of interest on the part of an evaluator
- Disallowed grounds include:
- Evaluator qualifications to serve on the Proposal Review Team
- The professional judgment of the Proposal Review Team
- YHI's assessment of its own needs regarding the RFP

## **EVALUATION FACTORS FOR AWARD**

### *REQUIREMENTS*

The following will be considered in determining the Respondent to be selected for this project, according to a standardized scoring methodology:

- Scope and completeness of Proposal
- Relevant experience
- Relevant skill level
- Proposed contractor rate(s) and charges
- Terms proposed for the Master Agreement, including extent of acceptance of terms of the independent contractor agreement set forth in Attachment B

The successful Respondent will provide a complete Proposal meeting the requirements of this RFP, which may also include additional Services appropriate for the scope and subject matter of the project. The successful Respondent will have demonstrated experience in healthcare, technology, and IT Security. The successful 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. The successful Respondent will demonstrate a full understanding of HIPAA, MARS-E security requirements and other case management system security requirements and procedures.

The successful Respondent will be required to pass a background check conducted by YHI, if requested. YHI also reserves the right to obtain and consider information from other sources concerning a Respondent, such as the Respondent’s capability and performance under other contracts.

Each Proposal is required to include a signed Contract Confirmation in the form attached as Attachment A and a proposed Master Agreement in an unlocked Word version marking changes from Attachment B. Respondents are encouraged to make few or no changes other than as required to reflect the Case Management System licensing, as the extent of changes from Attachment B will be a significant factor in determining the successful Respondent.

Each Proposal must include a minimum of one reference 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:

- Engagement name
- Brief description of the engagement

- Contact name and title
- Contact phone numbers and email address

The Proposal should also propose the governance model and procedures to ensure a well-run project, including any expectations of the commitment and availability of resources from YHI, GetInsured, Accenture and any other entities outside the Respondent's own team. The Proposal should describe how Respondent would initially engage with YHI and its stakeholders to organize and perform the Implementation Services and any coordination with others required for Software as a Service Services.

The Case Management System and all Services must 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 team with companies that have a significant presence in Idaho.

## **GENERAL INFORMATION**

### *GENERAL TERMS*

This RFP does not commit 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. Each Proposal is submitted as an offer to contract with YHI that may be accepted by YHI by countersignature of the Contract Confirmation and the Independent Contractor Agreement, in the discretion of YHI, or YHI reserves the right to respond to any or all Respondents for their best and final offer, including guidance by YHI on those portions of the Proposal that it suggests be revised, and reserves the right to further negotiate with Respondents to achieve the best result for YHI.

### *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 Proposal or Proposal 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 collusion or conflict of interest.
- Disqualify any Respondent on the basis of past performance on other projects, or being in arrears on existing contracts with the State of Idaho or having defaulted on a previous contract with the State of Idaho.
- 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 Respondents to provide the Services, or portions thereof, as described in this RFP.

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

### *EVALUATION*

A Proposal Evaluation Team 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 its 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 Proposal Evaluation Team 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 Idaho law except to the extent portions of the submittals are otherwise protected under applicable Idaho 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*

The Proposal must include all fees and charges for the provision of Services, broken down for Implementation Services, Software as a Service Services and any other optional Services. Respondents should provide a detailed breakdown of all fees and costs. At a minimum, Respondents should include hourly rates for the performance of the Services that are commercially competitive for the level of skill and experience of each category of personnel proposed to provide Services. YHI encourages fixed price Proposals, setting a single price for the Implementation Services and a set monthly fee for Software as a Service Services, with any optional Services or incremental volume charges noted.

### *QUESTIONS AND RESPONSE TIME*

Questions or requests for clarification must be submitted by 5:00 p.m. MT, June 2, 2015. Questions and requests for clarification must be sent to [RFP@YourHealthIdaho.org](mailto:RFP@YourHealthIdaho.org). No questions will be answered orally.

Responses to this RFP must be received by 5:00 p.m. MT, June 15, 2015 and should be sent to [RFP@YourHealthIdaho.org](mailto:RFP@YourHealthIdaho.org).

**ATTACHMENT A: CONTRACT CONFIRMATION**

Respondent is required to submit a signed copy of the attached Contract Confirmation offering to contract with YHI on the terms of the Independent Contractor Agreement and NDA required to be submitted herein and the terms of this RFP and the Proposal submitted by the Respondent, which offer will remain open for sixty (60) days from submission by the Respondent.

**ATTACHMENT B: INDEPENDENT CONTRACTOR AGREEMENT**

Respondent is required to submit a signed copy of the attached independent contractor agreement, with any changes proposed by the Respondent marked in the copy it signs and submits. Respondents are encouraged not to make changes to this agreement, and changes to the agreement will be evaluated as set forth above.

**ATTACHMENT C: DRUG FEE WORKPLACE CERTIFICATION**

**APPENDIX 1: PRIVACY AND SECURITY STANDARDS AND IMPLEMENTATION SPECIFICATIONS FOR NON-EXCHANGE ENTITIES**

**APPENDIX 2: DEFINITIONS TO NON-EXCHANGE ENTITY AGREEMENT**

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