REQUEST FOR PROPOSALS (RFP)
BY
THE STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Connecticut's Insurance Exchange Planning Grant

Addendum #4
February 23, 2011

Vendor Questions: RFP Exchange Planning Grant Posted February 23, 2011	
	Questions 5-10 Grouped
Q:5	Scope of Services Item #2 – What access will the vendor have to the carriers for survey? Will the vendor be limited to a questionnaire format or can vendor conduct structured interviews? Will the vendor be limited to carriers or specific health plan types due to regulatory authority (i.e., all products, all carriers)? How many carriers and what markets (i.e., small group, non-group) do they sell products?
Q:6	Scope of Services, Task 2. Does the State have statutory or regulatory authority to compel the carriers to respond to a survey, and will the State exercise that authority in support of this survey effort of health insurance carriers?
Q:7	Scope of Services, Task 3. Is the State open to various survey methods, including but not limited to written, phone and focus groups to reach the small employer market? Does the State have a preferred approach? In addition, Task 3 requires the consultant's research to "project the possible impact that certain policy decisions may or may not have for the small employer." Would the State please elaborate on the policy decisions that are to be considered?
Q:8	Scope of Services Item #3 – Will the State provide the name/address/contact information of the small employers? Is the vendor limited to a particular methodology (i.e., web-based, paper, in-person)? Does the State have the "universe" size of all small employers by number of employees or will the State provide a sample to the vendor?

Q:9	What information is available on the individual, small group, and large group employer health insurance markets in the state of Connecticut? For example, are the following available (if so, please indicate whether they are available for the individual, small group and/or large group markets): a. The number of different plans sold and enrollment in each; b. Summary of benefits schedule for each plan; c. Average premiums by firm size for each plan in the small group market, and average premiums by age group for each plan in the non-group market, and the maximum and minimum premium within each rating group; d. MLR by plan; e. Plan factors for rating purpose, or pay to allowed value; f. Market share by carrier; g. Enrollment by carrier and health benefit plan; h. Rate filings (premium level, by benefit plan); and i. Benefits by health benefit plan (copays, deductibles, covered services, not covered services, etc.)
Q: 10	Assuming comprehensive information is not already available for the health insurance market; will the contracted firm be able to develop a survey that health plans would be required to fill out? If so, how would the State enforce the requirement for health plans to fill out the survey?
A: 5-10	The contracted firm is expected to determine whether survey(s) are the best method to collect the needed information to meet the broad policy objectives of this RFP. As such, the survey method would be at the vendor's discretion. The State does not have regulatory authority to require any groups to respond to such a survey for this project. The contracted firm is also expected to determine the appropriate scope and target audience of any surveys or other data collection methods, to raise relevant policy decisions, and to identify the appropriate sources for related information that may be needed. As described in section 4a of the Required Format for Proposals (Statement of Work), the State is looking to bidders to utilize their expertise in responding to this RFP and anticipates that bidders will propose the most appropriate methods and strategies to provide information that will assist the State in making meaningful decisions. Per RFP Section 4a: "Bidders must realize that the Scope of Services represents the minimum research that must be conducted and it is strongly encouraged for bidders to propose other options as appropriate to achieve the same results, based on their experience."
	Questions 11-30 Grouped
Q:11	Scope of Services Item #4(d) – Does the State have access to premium "prices" for the two markets or is this data to be collected? Will the State provide the data to the vendor or will the vendor need to collect this data?

Q:12	Scope of Services Item #4(g) – What level of data is available regarding type of mandates?
Q:13	Scope of Services Item #5 – What data will be available to the vendor regarding the large employer, especially if they are self-funded and other plan design information?
Q:14	Scope of Services Item #6 – How will the vendor obtain information and input to the other health system initiatives and would necessary data/information be available to the vendor?
Q:15	Page 3, Scope of Services, Task 4.c. While actuarial modeling can be a useful exercise, we are concerned that a modeling exercise cannot address questions such as Task 4.c., the impact of the exchange on employer provided insurance, with any degree of certainty. Would the State entertain instead an approach whereby the consultant enumerated a range of possible or potential outcomes and describe the factors that would make one outcome more likely than another?
Q:16	Page 4, Scope of Services, Task 6. Please describe the type of health system initiatives in Connecticut that are expected to be included in the analysis.
Q:17	Page 4, Scope of Services, Task 8. Would the State please describe the level of detail expected from the consultant in delivering services related to Task 8?
Q:18	Page 3, Scope of Services, Task 4.a. Please describe the high risk pools identified in Task 4.a. If the pools were integrated, would the State continue to collect the assessments that help fund the pools?
Q:19	Scope of Services 10b: Should the 2011 FPL levels be used for this analysis of projecting the 133%, 150%, 185% and 200% levels?
Q:20	Regarding the Scope of Services, item 10a: Please provide more definition to the term “eligible adults (current Medicaid).” Do you mean adults who would be eligible under current Medicaid rules but are not enrolled? Or do you mean adults eligible and enrolled (and expected to be eligible and enrolled under current rules in future years)? Please provide more definition to the term “Projected Enrollment (new Medicaid).” Do you mean adults who are newly eligible under Section 2001 (a) of the ACA? Or Do you also mean adults who were eligible under the old rules, but not enrolled and only enroll because of the requirement to be insured under ACA? Please also provide more definition to the terms “Current Eligible Children and Projected Enrollment Children” along similar lines.
Q:21	Regarding the Scope of Work, item 10b: Are you referring to the newly eligible population at section 2001 (a) of the ACA and the option to increase the FPL for that group at 2001 (e)? This would basically be individuals under 65 who are not already required to be covered, not pregnant and not enrolled in Medicare. If not, are you referencing some other part of the ACA?

Q:22	What is the number of health insurance carriers offering health insurance to Connecticut Residents?
Q:23	Does the State have uninsured and underinsured data available or will the State rely upon data developed by the Contractor?
Q:24	Will the State provide the list of insurance carriers to survey?
Q:25	What current information does the Insurance Department have on current plans sold in CT?
Q:26	Does the State anticipate that a survey will need to be fielded by the Contractor to gather information, or is the State to supply the necessary quantitative and qualitative data from existing sources?
Q.27	Please clarify the information requested regarding plan designs and premium levels. Does the State require a detailed listing of every plan offered in the state and all premiums charged, or is the State seeking a broader perspective of plans being offered and premium ranges?
Q:28	Has the State conducted its own state-specific health insurance survey since the OHCA 2006 Household Survey and if so, what is the most recent survey?
Q:29	Can the State make available the data from the OHCA 2006 Household Survey or data from any more recent surverys? Also, can CT make available the most recent years of the BRFSS data set that includes the Connecticut state –specific questions?
Q:30	Has the State issued any reports or issued papers on the issues incorporated in this RFP? If so, can these be provided to prospective bidders?
A: 11-30	The contracted firm is expected to collect all appropriate information and bidders should not anticipate that the State will provide access to specific data. Applicants should use the most currently available data and projections that will be sufficient in determining the impact as requested. The contracted firm is expected to conduct necessary research related to background information about the health care landscape in Connecticut and requirements of the ACA, and to reference all applicable sections of the ACA. <u>The contracted firm is expected to define terms within the RFP in ways that would make the analysis most meaningful.</u> The Department of Insurance will be available to answer questions and provide technical expertise as needed to the selected vendor. The Office of Policy and Management will work with the selected vendor, as needed, to help secure available and accessible data from other State agencies. Bidders <u>are encouraged to suggest alternative approaches and/or to make recommendations regarding the level of detail needed in response to any part of the Scope of Services</u>. As described in section 4a of the Required Format for Proposals (Statement of Work), the State is looking to bidders to utilize their expertise in responding to this RFP and anticipates that bidders will propose the most appropriate methods and strategies to will provide information that will assist the State in making meaningful decisions. Per RFP section 4a: “Bidders must realize that the Scope of Services represents the minimum research that must be conducted and it is strongly

	encouraged for bidders to propose other options as appropriate to achieve the same results, based on their experience."
Q:31	These two items (organizational and governance structure and associated costs/risks) are identified as objectives of the project, but are not included in the Scope of Services or Deliverables. Will these objectives be accomplished separately by the State or is the Contractor expected to include these in its efforts?
A:31	These items are not included in the deliverables identified in the Scope of Service.
Q:32	The Statement of Work Section 4 requires the final report to be submitted by September 1, 2011. If the anticipated project start date of May 1, 2011 is delayed, will the due date for the final report likewise be delayed.
A:32	This process will be discussed with the selected vendor.
Q:33	Can the data and information gathered by the SustiNet Health Partnership Board of Directors and the CT Health Care Reform Advisory Board be made available to proposers so as not to duplicate any data collection made to date by these (and other) entities?
A:33	The final report from the CT Health Care Reform Advisory Board is available online at http://www.ct.gov/dph/lib/dph/final_report_advisory_brd_june2010.pdf. Many of the data sources utilized are identified in Appendices B and C. Information about the SustiNet process is available online as well, at http://www.ct.gov/sustinet. SustiNet would need to be contacted directly for information beyond what is available on their website.
Q:34	Scope of Services 1: Please elaborate on what is meant by "government-sponsored coverage."
A:34	Government-sponsored coverage includes all state and federal health insurance programs applicable to Connecticut residents.
Q:35	Is there a budget associated with this project?
A:35	See Exhibit B, Cost Proposal Form.
Q:36	Is the cost proposal to be included as a part of the overall proposal or submitted under separate cover?
A:36	The cost proposal is a part of the overall proposal and each bidder must complete and submit a cost proposal form (Exhibit B) with their submission.
Q:37	Will the State provide a copy of its Planning Grant to aid vendors in the proposal development process?
A:37	The Planning Grant is available on the OPM website. http://www.ct.gov/opm/cwp/view.asp?a=3072&q=471284

Q:38	Has the State engaged any other contractors to perform analyses of similar health reform-related issues? If so, can the names of the contractors, a general description of the work which they were engaged to perform and any resulting reports be provided to prospective bidders?
A: 38	OPM has not engaged other such contractors.
Q:39	Required Format for Proposals. May the proposals be printed on both sides of a page, or should all proposal copies be single-sided?
A:39	Proposals should be single sided.
Q:40	Required Format for Proposals, Section 3.b. If the bidder is using a subcontractor, must the subcontractor's relevant experience also be included in this section of the proposal?
A:40	Please see Section 3 (Individual or Organizational Profile) subsection a (Qualifications) under the Required Format for Proposals. Please reference Question/Answer # 76.
Q:41	Required Format for Proposals, Section 3.c. Should the organization chart describe the bidder's organizational hierarchy, or describe the project team for this engagement? If the former, are organization charts required for each subcontractor?
A:41	While not required, an organizational chart for the project team would be helpful to include. Organization charts are not required for subcontractors.
Q:42	Required Format for Proposals, Section 4.c. Please provide additional detail on the requested communications plan. Should this be a freestanding document or a narrative discussion to be included in the proposal?
A:42	The communications plan is part of the Statement of Work.
Q:43	Required Format for Proposals, Section 8. Please confirm if the Consulting Agreement Affidavit and Affirmation of Receipt of Summary of State Ethics Laws are required for this RFP's scope of work.
A:43	They are required for the RFP but as described in the first section of “Required Format for Proposals” are not part of the 80 page narrative. These forms need to be submitted as a part of the RFP proposal package.
Q:44	Regarding the RFP Conditions, item L: Is it a valid assumption that any demonstrations, interviews, presentations or further explanation to the RFP Selection Committee will take place the week of March 28th as inferred in RFP Section RFP Procedures, Item K, page 7?
A:44	Should such a meeting be appropriate, it would likely be held the week or March 28th, as indicated in sections K and M of the RFP Procedures.
Q:45	Please clarify what is meant by not using material dependent on color distinctions as outlined on page 11 under Required Format for Proposals.

A:45	Materials should be distinguishable in black and white.
Q: 46	The Contractor is required to deliver insurance certificates which "shall provide that no less than thirty (30) days advance notice will be given in writing to the State prior to cancellation, termination or alteration of said policies of insurance." Our insurers will not guarantee 30 days' notice of cancellation, termination or alteration for anyone other than our company, the primary insured. However, we will agree to provide such notice to the State should it ever become necessary. Can this requirement be modified to allow such notice from the Contractor as an acceptable alternative?
A: 46	OPM would have to take this question up with the Office of the Attorney General and the State's Insurance Risk Manager. If any changes were to be made, they would be subject to the approval of the Office of the Attorney General and the State's Insurance Risk Manager.
Q:47	If a proposer would like to request additional terms and conditions that would modify the State's Standard Contract Language, when would it be appropriate to present those for review and approval by the Attorney General's office?
A:47	See Addendum #2, February 14, 2011 posting to website. www.ct.gov/opm . Please reference Answer #4.
Q:48	Based upon the requested services, it seems as though this RFP is not for a "large state construction or procurement contract." Can the State confirm that the requirements of Connecticut General Statues 1-101qq do not apply to bids in response to this RFP or the resulting contract?
A:48	Correct. It does not apply.
Q:49	Under Section 2, Proposer Information, are any of the forms listed required for subcontractors?
A:49	No forms under section 2 are required from subcontractors.
Q:50	Is subcontracting with a minority owned business a "pass / fail" requirement? How will that participation be valued in the proposal evaluation process?
A:50	Subcontracting with a minority owned business is not a pass/fail requirement. The commitment to Affirmative Action is one of the criteria in proposal evaluation.
Q:51	If the contractor has proposed contract modifications for the state to consider, where in the proposal can those be submitted?
A:51	See Addendum #2, February 14, 2011 posting to website. www.ct.gov/opm . Please reference Answer #4.
Q:52	RFP Conditions, Letter S., RFQ page 11 indicates that the bidder "expressly acknowledges receipt of the State Elections Enforcement Commission's notice advising prospective state contractors of state campaign contribution and solicitation prohibitions, and will inform its principals of the contents of the notice. See Exhibit A." a) Please advise whether this acknowledgement should take place in the form of a completed, signed Gift and Campaign Contribution Certification Form. The RFP indicates that this form (Form 1) is available at: http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038

	If this is correct, please indicate where in the proposal this form must be placed. b) If the above referenced form is not the correct form, please advise whether there is a form that bidder should use to express this acknowledgement and advise where that form can be obtained. Pease also indicate where in the proposal this form must be placed. c) If there is no form, then please indicate where in the proposal the acknowledgment must be placed.
A:52	Section 7, Paragraph Z of the standard contract states that the Gift and Campaign Contribution Certification form is filed at the time of contract execution. The OPM Vendor/Bidder Profile Sheet acknowledges the receipt of the State Elections Enforcement Commission's notice.
Q:53	Please indicate whether Form CO-802A should be included as part of the bid or whether this form is only required as a part of contract award and the contracting process. If this form is required in the bidder's proposal, please also indicate where in the proposal this form must be placed.
A:53	Form CO-802A is not part of the bidder's proposal.
Q:54	Please indicate whether the Nondiscrimination Certification Form should be included as part of the bid or whether this form is only required as a part of contract award and the contracting process. If this form is required in the bidder's proposal, please also indicate where in the proposal this form must be placed.
A:54	The Nondiscrimination Form is not required as part of the bid; it is required prior to contract execution.
Q:55	General Question. Is the State willing to consider exceptions to the Standard Contract Language? If so, where should bidders include the exception request?
A:55	See Addendum #2, February 14, 2011 posting to website. www.ct.gov/opm . Please reference Answer #4.
Q:56	Page 10, RFP Conditions, Letter O indicates, "The proposer accepts the State's Standard Contract Language." Is it the State's view that submission of a RFP response constitutes an offer from the bidder to contract with the State on the terms set forth in the Standard Contract Language, i.e., if terms and conditions or any other part of the contract are not successfully negotiated to our mutual satisfaction, is it the State's view that the bidder would be bound to provide the services in its proposal?
A:56	This RFP is not an offer and neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the State and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the State and by the Attorney General's Office. The State includes its Standard Contract language in the RFP packages in order to make it clear that all potential

	bidders will accept the State's Standard Contract language prior to the submission due date and prior to the State's selection process.
Q:57	Please provide the criteria and the weights that will be used in scoring the bids.
A:57	The Office of Policy and Management will not release the actual scoring tool prior to the completion of the selection process and the consummation of a fully negotiated contract. As indicated in the RFP regarding evaluation criteria (emphasis added): The following criteria shall be those utilized in the selection process. They are presented as a guide for the proposer in understanding the State's requirements and expectations for this project and are not necessarily presented in order of importance.
Q:58	Please provide a list of the names of vendors who submitted a letter of intent.
A:58	Letters of intent were not required for the Exchange Planning RFP so this list is not all encompassing. The vendors who submitted letters include: Milliman, Mercer, Wakely Consulting Group, First Data Government Solutions LP, Price Waterhouse Cooper, Berkeley Research Group
Q:59	Please confirm that the contractor will be reimbursed per completion of each deliverable, and not on a per hour basis.
A:59	The selected contractor will not be reimbursed on a per hour basis.
Q:60	Will the State compensate the Contractor for the individual items detailed on the cost form, or is this level of detail for informational and evaluation purposes only? In other words, will this contract be for a fixed price per deliverable or for time and materials associated with that deliverable?
A:60	This is subject to contract negotiation.
Q:61	Provide a description of what the 'detailed budget narrative' should contain.
A:61	See Exhibit B, Cost Proposal Form.
Q:62	Please specify any specific costs for this procurement that should be designated as pass through and not included in the proposal price.
A:62	There should be no specific costs designated as pass through costs. All costs should be included in the proposal price.
Q:63	Confirm that you will accept a Microsoft Work version 2003 or a PDF file of our responses
A:63	Please reference the Required Format for Proposals section of the RFP.
Q:64	Please describe what is required as 'evidence of….service facilities…" per RFP Condition Item J

A:64	Bidders are expected to provide the location(s) of where the contract services shall be performed. Such services shall include the location of where work products will be generated, and shall include, but not limited to, the location of documents, data (paper and electronic), research, analyses, etc. related to any negotiated contract.
Q:65	Will you accept smaller font size for tables, exhibits, and resumes?
A:65	10 pt font size used in tables, exhibits and resumes would be accepted.
Q:66	Will you accept the Conflict of Interest disclosure statement in the transmittal letter?
A:66	Please reference the Required Format for Proposals section of the RFP.
Q:67	Please confirm that the Section 9 Additional Data Section will not be included in the 80 page limit requirement.
A:67	The Additional Data section is not included in the 80 page limit.
Q:68	Confirm that the personal service agreement form within the RFP does not need to be completed, but is included as a sample.
A:68	Bidders do not need to complete the personal agreement form attached to the bidder package; it is simply a sample. Again, this RFP is not an offer and neither this RFP nor any subsequent discussions shall give rise to any commitment on the part of the State or confer any rights on any proposer unless and until a contract is fully executed by the necessary parties. The contract document will represent the entire agreement between the proposer and the State and will supersede all prior negotiations, representations or agreements, alleged or made, between the parties. The State shall assume no liability for payment of services under the terms of the contract until the successful proposer is notified that the contract has been accepted and approved by the State and by the Attorney General's Office. The State includes its Standard Contract language in the RFP packages in order to make it clear that all potential bidders will accept the State's Standard Contract language prior to the submission due date and prior to the State's selection process.
Q:69	Can you please further explain what you are looking for in #10.c under Scope of Services? The item currently states, "Provide an assessment of the impact on the Exchange of CHIP".
A:69	Under #10c under the "Scope of Services" we are looking for an analysis of how many individuals might end up applying through the Exchange who might be determined to be eligible for the CHIP program".
Q:70	Can baseline data be made available to bidders (or a source document) of the current eligible adult Medicaid populations and the current eligible children in CHIP?

A:70	The selected vendor would need to consult with the Department of Social Services regarding the availability of baseline data for the current eligible adult Medicaid populations and the current eligible children in CHIP. However, the Office of Policy and Management will help facilitate discussions with other State agencies regarding the availability of data.
Q:71	Will Documentation of the existing Medicaid eligibility system be available?
A:71	Documentation of the existing Medicaid eligibility system will be available.
Q:72	Is there a need to assess the existing CHIP eligibility system as well?
A:72	Yes, there is a need to assess the existing CHIP eligibility system.
Q:73	Does CT have plans to modify or rebuild its Medicaid eligibility system using the 90% reimbursement available from the federal government? If so, how would the timing of this project fit with the Exchange technology development?
A:73	Currently CT does have plans to pursue a replacement eligibility system using the proposed CMS 90/10 funding. Governor Malloy included dollars in his biennium budget to procure a contractor to assist DSS with the planning for a replacement to the existing eligibility system. Once the planning activities have been completed and a decision is made to pursue a new eligibility system, the timing will be such that the CT Exchange and the new DSS eligibility system could be occurring simultaneously. There will be a strong need for structure and careful coordination.
Q:74	Are there any existing Stakeholder entities and processes for proposers to consider in preparing responses? For example, what availability and access to representation for the DOI can the winning vendor assume?
A:74	The selected vendor can assume that Department of Insurance staff will be available to answer questions and provide technical expertise as needed.
Q:75	Page 12, Section 3. e. Requires letters of reference. Is it allowable to include a letter of reference from a State of Connecticut employee? Is it acceptable to provide more than three letters? If so, will additional letters be considered in the evaluation or only the first three?
A:75	An applicant can submit a letter of reference from a State of Connecticut employee as long as that employee represents a recent client of the applicant. It is acceptable to provide more than three letters of reference but submitting more than three letters of reference will not be considered as part of the evaluation of the applicant's proposal.
Q:76	Page 12, Sections 3.d and e. Must the financial condition of every subcontractor be discussed or only the primary bidder? Are references needed for each subcontractor? If yes, how many references should be provided for each subcontractor?

A: 76	See reference to Question/Answer # 40. Also, Section 3a of the RFP notes that "If a bidder intends to subcontract specific services, the bidder should describe the qualifications of the subcontractor and include sufficient information to establish the subcontractor's expertise in the subject area." In order to meet the specifications of this section of the RFP, it is expected that each bidder provides references and sufficient background data that fully explains the financial condition of the bidding entity and each key subcontractor as the particulars of each bid may dictate. Furthermore, the State reserves the right to request any additional background information regarding potential subcontractors during the selection process if the State deems it necessary to adequately evaluate each proposal.