



Solicitation Information

30 December 11

RFI # 7449362

TITLE: Small Business Exchange (SHOP) Solutions

Submission Deadline: Tuesday, January 17, 2012 @ 2:30 PM (EST)

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov, no later than **9 January 2012 @ 12:00 Noon (EST)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

Introduction

Rhode Island's Office of the Health Insurance Commissioner (OHIC), in collaboration with the Executive Office of Health and Human Services (EOHHS), the Office of Lieutenant Governor Elizabeth Roberts, and the Department of Health (HEALTH) is soliciting responses from qualified entities to explore the implementation of the "Small Business Health Options Program", called the "SHOP Exchange".

*****This is a Request for Information (RFI). No award will be made as a result of this solicitation.*** Accordingly, responses received as a result of this RFI will not be made public.**

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential respondents are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this request are solicited. However, responses which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- Responses are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Responses misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).
- Respondents are advised that all materials submitted to the State of Rhode Island for consideration in response to this RFI will be considered to be public records, as defined in

Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

- The State of Rhode Island has a goal of **ten percent (10%)** participation by MBE's in all State procurements. For further information, visit the web site www.mbe.ri.gov. To speak with an M.B.E. Officer, call (401) 574-8253.
- Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI
- **Equal Employment Opportunity (RIGL 28-5.1)**
§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090

Request for Information

REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This RFI outlines the type of information being solicited from potential respondents and includes guidelines for content and format of responses.

All questions regarding this RFI must be in written form, pursuant to the terms & conditions expressed on page one of this solicitation.

Respondents desiring to reply to this RFI must do so, in writing, providing one (1) original and **five (5)** complete copies by the date & time indicated on page one of this solicitation. Please also submit two (2) electronic copies (CD) Submit responses to this RFI, marked “RFI # **7449362**” to:

RI Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5855

Note:

Responses received after the above-referenced due date and time may not be considered. Responses misdirected to other State locations or which otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and may not be considered. Responses faxed or emailed, to the Division of Purchases will not be considered. The “official” time clock for this solicitation is located in the Reception Area of the Department of Administration/Division of Purchases, One Capitol Hill, Providence, RI.

Purpose

This Request for Information (RFI) is being issued to solicit specific information from interested vendors with respect to SHOP Exchange operations and technology. The Office of the Health Insurance Commissioner (OHIC), in collaboration with the Executive Office of Health and Human Services (EOHHS), the Office of Lieutenant Governor Elizabeth Roberts, and the Department of Health (HEALTH), will use findings generated by this RFI in conjunction with other available information to determine the solution in the best interests of Rhode Island. Additionally, the State intends to use this RFI as a basis for selecting vendors to invite to interview and demonstrate their SHOP Exchange solution to key State stakeholders.

This RFI is specifically seeking to discover information about how a SHOP Exchange would be implemented and how it would function, including vendors' interest and ability to separately provide information technology (i.e. Hosting, software, IT infrastructure and servers, etc) without operating Rhode Island's SHOP (see section 3 for definition), or provide the SHOP business operations using supporting technology that would be developed for Rhode Island by another vendor

The intended audience for this RFI is companies that plan to implement and/or operate SHOP Exchanges on behalf of states.

Background

The Affordable Care Act authorizes each state to establish exchanges for individuals (American Health Benefit Exchanges) and for small business employees (Small Business Health Options Program, or SHOP) that will begin enrolling individuals and small businesses in coverage by October 2013 for coverage effective January 2014. States can choose to establish a single exchange serving both individuals and small businesses or provide coverage through separate entities.

On September 19, 2011, Governor Chafee signed an Executive Order providing the state legal authority to establish the Rhode Island Health Benefit Exchange (Exchange). The executive order notes that the goal of RI's Exchange is to provide consumers with the best combination of choice, value, quality, and service for health insurance. Additionally, the Exchange will help individuals and employers choose the plans most suitable to them. The executive order also includes a requirement that the Exchange address payment reforms and benefit designs that promote quality and efficiency.

RI's Exchange board, which will guide the establishment of RI's Exchange, is composed of 13 members appointed by the governor. Four members are government officials: the Director of the Department of Administration, the Secretary of EOHHS, the Health Insurance Commissioner, and the Director of the Department of Health. Nine gubernatorial appointees will serve as public members. Board members cannot be practicing providers or in any way connected to a provider, an insurer, an insurance broker or agent, or a health facility. On September 19, in tandem with issuing the executive order, Governor Chafee appointed the nine public members of the exchange board.

OHIC has applied for and received three phases of grant funds from the United States Department of Health and Human Services, Center of Information and Insurance Oversight (CCIIO) related to Exchange planning and establishment. OHIC first received an “Exchange Planning Grant” in 2010 to plan, design, and conduct feasibility analyses of key components of a state Health Insurance Exchange, as authorized by the Patient Protection and Affordable Care Act (ACA). Subsequent to the state’s progress made in planning for an Exchange, OHIC applied for and received funding under a federal Exchange “Establishment One” to begin the design and development of four key elements of Exchange components. Rhode Island has made significant progress on its Establishment One activities, and on November 29, 2011, received additional funding through “Establishment Two”, the purpose of which is to further development, implement and launch the four key Exchange components funded through Establishment One, and to design, develop, implement and launch five remaining core components of an Exchange in accordance with federal requirements.

Rhode Island’s interagency Exchange team, comprised of leaders from OHIC, EOHHS, and the Office of Lt. Governor Elizabeth Roberts, developed the following vision for Rhode Island’s Exchange solution related to employers and employees:

We envision one integrated (end-to-end) business process for Employers and Employees* serving existing Medicaid (e.g. RiteShare) and new ACA programs (e.g. SHOP) and potentially state and municipal employee health insurance programs that covers:

For Employers:

- Eligibility guidance and determination
- Payment level selection
- Purchase decision
- Premium billing and collection
- Marketing/outreach, employer relations (post enrollment)
- Legal notifications

For Employees:

- Plan selection,
- Enrollment / disenrollment
- Legal notifications

The process will run on multiple channels, support both self-service and agent-mediated interactions, with tiers of support available, and will be configured for delivery by both direct and indirect service delivery partners, and sensitive to the full range of qualifying events.

Where affordability is an issue for an employee, a pathway to the individual process will be supported.

In the context of this vision, Rhode Island is exploring the vendor community to understand to what extent:

- (a) vendor solutions integrate business operations and technology for the SHOP Exchange;
- (b) vendor solutions for the SHOP Exchange are integrated or can be integrated with vendor solutions for the individual Exchange; and
- (c) outsourcing the operations of SHOP to a vendor should be integrated with that vendor’s own IT systems versus leverage the technology developed to support the individual Exchange.

Additional documents for review with background information and context include:

- (1) Project Narrative for RI's Exchange Planning Grant:
<http://www.ohic.ri.gov/documents/Health Reform Exchanges /2 RI Health Insurance Exchange Project Narrative.pdf>
- (2) Project Narrative for RI's Exchange Establishment One Application:
<http://www.ohic.ri.gov/documents/Grants/3 Rhode Island Exchange Establishment One% 20Project Narrative.pdf>
- (3) Project Narrative for RI's Exchange Establishment Two Application:
<http://www.ohic.ri.gov/documents/Grants/3 RI% 20Project% 20Narrative% 20Level% 20Two.pdf>
- (4) Governor Lincoln Chafee's Executive Order Establishing RI's Health Benefits Exchange, 9/19/11:
http://www.governor.ri.gov/documents/executiveorders/2011/Executive_Order_11-09.pdf
- (5) Rhode Island Population Insurance Status Projections, 2014 and Beyond
[http://www.ohic.ri.gov/documents/Insurers/Reports/2011_who_goes_where_health_reform/Who_Goes_Where Under Federal Healthcare Reform.pdf](http://www.ohic.ri.gov/documents/Insurers/Reports/2011_who_goes_where_health_reform/Who_Goes_Where_Under_Federal_Healthcare_Reform.pdf)

Content of Response

The following outline (and suggested page counts) is intended to minimize the effort of the respondent and structure the response for ease of analysis. The listed questions can be used to guide responses, but it is not required that each be answered. All responses will be equally valued, regardless of page length. **Concise responses** are appreciated.

Section 1 Vendor Profile (1 page)

Please provide a brief description of your organization.

Section 2 Past Experience (2 pages)

Please explain your qualifications for implementing Rhode Island's SHOP Exchange:

- Do you currently offer services to support small business health insurance purchasing?
- Would you be able to leverage or reuse any existing operations or that have already been deployed in other states or for other entities? If so, please describe.

Section 3 SHOP solution (5 pages)

Please provide a description of your SHOP solution. This description may include the business model, staffing, broker management and marketing, and/or IT infrastructure to support small businesses and their employees. This description may include any of the following components, as well as any additional functionality identified by the vendor:

- Web portal
- Technical Infrastructure
- Plan comparison and selection
- Employer eligibility and enrollment
- Employee enrollment
- Innovative models for employee choice in health plan selection
- Eligibility assessment for small business tax credit
- Notices/communication with employers and employees

- Premium billing and collection
- Premium payment to health plans
- Premium reconciliation
- Broker relations
- Customer support
- Other functions not otherwise specified in this list that the vendor recommends for the successful implementation and operation of RI's SHOP Exchange

Section 4 Integration with Individual Exchange Solution (2 pages)

Please describe how your SHOP solution would interact with and/or integrate with Rhode Island's future individual Exchange solution:

- Does your solution provide direct support for Rhode Islanders accessing the Exchange for individual coverage (i.e. the SHOP solution and individual Exchange solution are one in the same)?
- What would be required to set up your technology to coordinate with a different vendor's technology supporting the individual Exchange?
- To what extent would it be possible integrate business operations of the SHOP exchange with the business operations of the individual Exchange?
- Describe other module functionality your system provides (eligibility, reporting, noticing, case management, etc.)
- If you offer an outsourced solution, what is your experience in collaborating with external organizations?
- If you offer an outsourced solution, what is your experience in exchanging data with other systems? Does your system allow for external calls on exposed methods (SOA principles)?

Section 5 Flexibility (1 page)

Please describe the capacity and flexibility of your SHOP solution as it relates to growth in employer/employee enrollment over time and/or expansions to other populations (i.e. large employers). Could you offer different degrees of functionality from a simple SHOP implementation to a more complex SHOP implementation?

Section 6 Methodology (2 pages)

Please describe your proposed approach to implementation:

- How would you approach implementing your solution in Rhode Island?
- What is your proposed timeline for implementation?
- Do you have any third party alliances, relationships, or dependencies?

Section 7 Feasibility and Cost Assessment (1 page)

Please comment on the feasibility and costs of implementing your solution, including estimates of the amount of time, money, and resources needed:

- What is included and what is not included in your estimates?
- Can you price your technology solution separately from staffing/operations to support the SHOP exchange?
- What is your pricing model (fixed, per employer/employee per month, etc.)?
- What is your licensing model and prices, if applicable?
- What are your on-going maintenance costs?
- Are there any components (operations/staffing/technology) that the State would need to procure separately from your solution in order to meet the requirements outlined in this RFI?

Section 8 References (1 page)

Please indicate the reference documents, if any, used in responding to this RFI. Please also suggest references that would be of use to the State in developing a subsequent RFP.

Response Protocols

Submit one (1) original and **five (5) complete** copies of responses by the date and time stated on page one of this RFI. Please also submit two (2) electronic copies (thumb drive, CD, etc.) All paper submissions should be single spaced on 8 ½” by 11” pages and printed double-sided.

Based on the responses, Rhode Island will invite a select group of vendors to be interviewed and have the opportunity to demonstrate their solution.

Schedule of Events	
Release of RFI	December 30, 2011
Deadline for RFI Questions	January 9, 2012
Deadline for RFI Response	January 17, 2012
Response Reviews	January 18, 2012
Interview Invitations	January 19, 2012
Interviews Conducted	January 24-25, 2012

During the interviews, Rhode Island staff and supporting contractors anticipate discussing the vendor’s response to this RFI, requesting a demonstration from the vendor of any relevant technology and/or operations, and posing follow-up questions related to the vendors’ responses or the content of this RFI.

Disclaimer

This Request for Information is solely for information and planning purposes and does not constitute a Request for Proposal. All information received in response to the RFI and marked as “Proprietary” will be handled accordingly. Responses to the RFI cannot be accepted by the

Government to form a binding contract. Responses to the RFI will not be returned. Respondents are solely responsible for all expenses associated with replying to this RFI.