



**Washington Health Benefit Exchange**

**RFQQ HBE 18-003 Addendum No. Two (2)**

March 2, 2018

**TO:** Potential Bidders for RFQQ HBE 18-003 and Other Interested Parties  
**FROM:** Erin Hamilton, RFQQ Coordinator  
**SUBJECT:** Addendum No. One (1) to RFQQ HBE 18-003 for "*SI Consultant Services*"

**PURPOSE:** The purpose of this Addendum is to provide responses to questions submitted by Vendors by the February 26, 2018 deadline.

**ATTACHMENTS:** Exhibit A – Vendor Questions and WAHBE Responses

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1. WAHBE responses to bidder questions submitted by the February 26, 2018 deadline are provided as Exhibit A to this Addendum.

Please contact the RFQQ Coordinator at [contracts@WAHBExchange.org](mailto:contracts@WAHBExchange.org) if there are any questions concerning this Addendum.

Respectfully,

A handwritten signature in blue ink that reads "Erin Hamilton".

Erin Hamilton, CPPB  
RFQQ Coordinator  
[contracts@wahbexchange.org](mailto:contracts@wahbexchange.org)

## Exhibit A Vendor Questions and WAHBE Responses

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
1	N/A (general question)			Would it be possible to find out the amount of funding the WAHBE anticipates for this project?	<i>Cost is one factor that WAHBE will evaluate. WAHBE does not believe a large team is needed to accomplish this work and does not consider this a major project. We look forward to proposals address the RFQQ requirements in a cost-effective manner.</i>
2	N/A (general question)			For the 2012 RFP, did WAHBE also have a vendor assist with the Procurement Planning Services? If so, would it be possible to find out more information about the contract with this vendor?	<i>The requirements for this engagement are fully documented in the RFQQ. The contents of the 2012 planning contract are not relevant to this engagement and should not be considered.</i>
3	N/A (general question)			Will you consider a provision in the RFQQ that will require or encourage the use of vendors with the Disadvantaged Business Entity classification? For the state of Washington, the Office of Minority and Women's Business Enterprises (OMWBE) certifies small businesses owned and controlled by minority, women, and socially and economically disadvantaged persons.	<p>WAHBE is not an Agency of Washington State, and therefore is not subject to the provisions of RCW 39.19 or RCW 39.26.</p> <p>WAHBE encourages participation by veteran-owned business enterprises and Minority-Owned and Women-Owned Business Enterprises (MWBE). No preference is given in the evaluation of responses, no minimum level of MWBE or veteran-owned business participation is required, and responses are not evaluated, rejected, or considered non-responsive on that basis. WAHBE elects not to amend the RFQQ to include the requested language.</p>

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
4	N/A (general question)			Will you consider a provision in the RFQQ that will require or encourage the use of vendors with the Small Business classification?	<p>WAHBE is not an Agency of Washington State, and therefore is not subject to the provisions of RCW 39.19 or RCW 39.26.</p> <p>WAHBE encourages participation by veteran-owned business enterprises and Minority-Owned and Women-Owned Business Enterprises (MWBE). No preference is given in the evaluation of responses, no minimum level of MWBE or veteran-owned business participation is required, and responses are not evaluated, rejected, or considered non-responsive on that basis. WAHBE elects not to amend the RFQQ to include the requested language.</p>
5	N/A (general question)			Is it possible to get more clarification on whether WAHBE is seeking a System Integrator vendor or an Operations & Maintenance vendor? The reason why I am asking is because the title of the RFQQ suggests a System Integrator, but section 1.3 mentions "The Contract with Deloitte ends on June 30, 2020, and WAHBE intends to publish a solicitation for HPF Operations & Maintenance (O&M) services in late 2019." Will these be 2 separate RFPs or is SI and O&M apart of the same project?	<p>The SI vendor is expected to provide O&amp;M services as well as enhance the HPF system. Today these services are provided by Deloitte and will all be re-procured as part of an RFP by June 30, 2020.</p>

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6	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility	Section 1.5.1.	Can the requirements listed in Section 1.5.1 be met by a combination of vendor and staff experience?	Yes. See Addendum No. 1, posted to WEBS and the WAHBE procurement website on 02/22/2018.
7	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility	Section 1.5.1.	Should the project examples provided reflect proficiency in ALL the requirements 1.5.1 or is it acceptable to submit project examples that may only be relevant to a few of the 1.5.1 projects?	See Addendum No. 1, posted to WEBS and the WAHBE procurement website on 02/22/2018.  Vendors will be evaluated, in part, on their proficiency and experience with the requirements listed in Section 1.5.1. It is the Vendor's best interest to address all the requirements it can.
8	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor	Section 4.2.4.4.	Under the proposed project plan, should these team members name be provided, or will their job title suffice?	Names and project roles must be provided. Job titles are helpful, but not required.
9	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor	Section 4.2.4.3.	For the proposed project approach, does WAHBE expect vendors to propose the full scope of the deliverables or specific sections of the deliverables?	Specific sections of the deliverables are acceptable. However, for evaluation purposes it is in the best interest of the Vendor to provide detail about the proposed services.
10	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility	Section 1.5.1.	Is the Vendor required to have experience with implementing a SI?	No. Vendors are not required to have specific experience implementing a System but must have expertise and experience from similar projects that verify Vendor can sufficiently address the requirements of this RFQQ.
11	RFQQ HBE 18-003	1.6. Period of Performance		For the purposes of this Consultant RFQQ, what activities are expected to occur between the issuance of the SI RFP and the implementation of the new SI Contract?	The scope of work for this RFQQ does not include any activities which would occur after the publication of the SI RFP.

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12	RFQQ HBE 18-003	2.3. Internal Analysis Phase	Section 2.3.1.	Does WAHBE mean: "Research, Identify and Assess all current O&M services and assign them to the <b>below</b> categories"?	Yes. This was a typographical error.
13	RFQQ HBE 18-003	2.2. External Assessment Phase	Section 2.2.1.	Does WAHBE mean to reference IRS Publication 1075 instead of IRA Publication 1075?	Yes. The reference should be IRS Publication 1075. This was a typographical error.
14	RFQQ HBE 18-003	Sample Contract Exhibit A – General Terms & Conditions	Section 28.A. Liquidated Damages	Liquidated damages may be more typical of a software implementation and maintenance contract and less typical for a strategic assessment and procurement support contract. Would WAHBE consider removing the liquidated damages provision in the sample contract? Alternatively, would WAHBE consider restricting this liquidated damages provision to only the final deliverable (Draft RFP)?	Per Section 3.15 of the RFQQ, Vendor may propose alternate or additional Contract terms and conditions its wishes to negotiate if selected as the ASV. Vendor-proposed alternate terms and/or exceptions must be included in Vendor's Letter of Submittal in the format provided below. No alternate Contract terms and conditions, or exceptions to terms and conditions, will be considered after award. Clauses required by Washington state law cannot be negotiated.
15	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.1. Vendor Qualifications	The requirement states that Vendor must "describe two (2), but no more than five (5) previous projects of similar size and scope Vendor has conducted in the past five (5) years." Given that similar and relevant procurement work for the original Health Benefit Exchanges was completed over five years ago, would the State consider extending the timeframe from five (5) years to seven (7) years?	No.

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16	RFQQ HBE 18-003	Exhibit B – Sample Contract	Section 4. Compensation	It appears that this contract is a fixed-fee, deliverables-based contract. Will HBE allow hours toward deliverable completion (not to exceed the firm fixed price) to be billed on a monthly basis or only after each deliverable has been accepted by HBE?	Changes to payment terms may be considered and negotiated with the apparent successful vendor after award.
17	RFQQ HBE 18-003	1.3. Project Information		WAHBE indicates that the goal is to publish the solicitation for HPF Operations and Maintenance (O&M) services in late 2019. Does the State have target dates for other project milestones, e.g., completion of each of the phases described in section 2 of the RFQQ?	No. We are looking for Vendors to provide guidance on key dates for these milestones.
18	RFQQ HBE 18-003 Addendum No. 1	1.5. Vendor Information and Eligibility		WAHBE has told us in Addendum 1 that the vendor should have at least two years of experience with similar project containing both Federal and State level requirements and the project manager and team members should have at least five years of experience with similar projects containing both Fed and State level requirements. Therefore, does every team member need to have 5 years of experience with all qualifications listed, or is it acceptable for the combined team to fulfill the five-year requirement for all qualifications (e.g., one team member has five years of experience with the first four qualifications, another team	Neither the Vendor nor individual project team members need to have all the years of experience in every area listed in Section 1.5.1. for the proposal to meet the mandatory years of experience requirement. However, responses will be evaluated, and points awarded for demonstrated experience and proficiency in the areas specifically listed in 1.5.1.

				<p>member has 5 years of experience with the next four qualifications).</p> <p>Assuming other team members fulfill all requirements (i.e., they have 5 years of experience with the qualifications listed), can additional team members with fewer than 5 years of experience be proposed in supporting roles, or will this be reflected negatively in the scoring of the project team qualifications?</p>	
19	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility		<p>Is experience with 'similar' projects (such as large-scale implementations - Medicaid Management Information Systems, Integrated Eligibility Systems, EHR, ERP etc.) acceptable for qualifications?</p>	Yes.
20	N/A (general question)			<p>Would the WAHBE consider extending the due date so that we may receive answer back and be able to develop a quality proposal?</p>	No. WAHBE believes that sufficient time has been provided for vendors to produce quality responses.
21	RFQQ HBE 18-003	2.1. Initiation Phase	2.1.1. Scope of Work	<p>A separate deliverable summarizing the information arising from the visioning sessions is not listed in Section 2.1. Does WAHBE anticipate that the Vendor will develop a unique deliverable including this information, or rather is the expectation that the information from the sessions will simply be factored into the requirements and the RFP for the O&amp;M SI vendor?</p>	<p>The expectation is that it should be factored into and considered to inform all subsequent deliverables. Its content will be included in the RFP introduction or as an appendix.</p>

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22	RFQQ HBE 18-003	2.1. Initiation Phase	2.1.1. Scope of Work	Does WAHBE have an anticipated number of meetings, and/or an approximate number of stakeholder groups that the Vendor will meet with, for the visioning sessions? Please list the stakeholder groups, if possible.	WAHBE anticipates three to five visioning sessions will be adequate for this project. The number and types of stakeholders to include will be determined in conjunction with the ASV. WAHBE is looking for Vendors to propose best practices and strategies for visioning sessions and stakeholder outreach.
23	RFQQ HBE 18-003	2.1. Initiation Phase	2.1.1. Scope of Work	Depending on the number of stakeholder groups and individual stakeholders to be included in visioning sessions, will WAHBE also consider the use of web surveys to gather feedback on the future vision for the HPF, in addition to in person meetings?	Yes.
24	RFQQ HBE 18-003	2.3. Internal Analysis Phase	2.3.1. Scope of Work	Please confirm that the successful Vendor will be responsible for actually performing the evaluation of the services currently included in the SI contract, i.e., they will not be simply coordinating others, such as WAHBE staff, in performing the evaluation.	It is expected to be a partnership between WAHBE and Vendor. Vendor will provide evaluation, data, analysis, and recommendations to WAHBE for inclusion in the SI RFP.
25	RFQQ HBE 18-003	2.3. Internal Analysis Phase	2.3.1. Scope of Work	Please clarify the meaning of "operational, workflows, and financial impacts". Is the sentence intended to read "operational workflows and financial impacts", or are other workflows intended?	The expectation is that the Vendor will help WAHBE assess the broad set of impacts key decisions could have on the organization. Impacts on operations, finances, Vendors, HR, IT, contracts, etc. would need to be considered



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26	RFQQ HBE 18-003	2.4. RFP Drafting Phase	2.4.1. Scope of Work	Develop draft/high-level SOW for SI Vendor including necessary Vendor transition requirements: Please clarify what is intended by this task and the associated deliverable, i.e., what is its intended purpose, and how does it differ from the RFP that will be developed for the new O&M SI vendor? Is it an SOW for transition activities for the current SI vendor?	The SOW is expected to be a precursor to the RFP. It will clearly list out all the activities to be performed by the RFP's successful Vendor. Having this view prior to drafting the RFP will help WAHBE crystalize and visualize the future state.
27	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.2. Vendor's proposed project team qualifications	May we provide resumes for the key project team and bios for the supporting team members?	Resumes are required for all project team members as stated in section 4.2.4.2.
28	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.3. Proposed project approach	May we provide our sample documents outside of the 50-page limit in an Appendix to the proposal?	Yes.
29	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	Section 4.2.4.4.	Should we include people's names or project roles in the project plan document (Gantt)?	Names and project roles must be provided. The job titles are not required.

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30	N/A (general question)			Does WAHBE have an expectation regarding ongoing project management activities for the Vendor selected as a result of the RFQQ, e.g., regular status reports and/or meetings in project progress, ongoing risk and issue management?	WAHBE is looking for Vendors to propose their recommended approach to project management, status reporting, etc.
31	N/A (general question)			Has a budget been developed for this project and, if so, can the budgeted amount (or range) be made available to proposers? Has funding been allocated and approved for this project?	<i>Funding has been allocated and approved for this project. Please see question #1 for additional WAHBE funding information.</i>  <i>Also see WAHBE's response to question #1.</i>
32	RFQQ HBE 18-003	4.2.5. Cost Proposal (Mandatory, Scored)		Should the cost document be emailed as a separate attachment?	It is preferred, but not required.
33	RFQQ HBE 18-003	1. Introduction and Overview	1.10. Limitation of Future Contracting	Are QA, IV&V, and future strategic planning services included in the work the awarded vendor will be ineligible to complete?	The awarded vendor would still be eligible for IV&V or QA services.
34	RFQQ HBE 18-003	2.3. Internal Analysis Phase	2.3.1. Scope of Work	Regarding, "provide one (1) page reports for decision makers options, pros, cons and ROI", is the expectation for each requirement or at the high-level option?	This would be for the high-level options. While this would not be for each requirement, there will be numerous such options to evaluate.
35	RFQQ HBE 18-003	2.4. RFP Drafting Phase	2.4.1. Scope of Work	Regarding consolidation of documents for Vendor RFP, will the State expand on what is intended with consolidation?	The Vendor will help WAHBE identify relevant documentation to include in the RFP. As an example, this could include design deliverables, code samples, recorded system demos, batch schedules, etc.

Question #	Document Name	Section # & Title	Page or Paragraph#	Question	WAHBE RESPONSE
36	RFQQ HBE 18-003	4. Instructions to Vendors	4.3. Delivery of Responses	To confirm, responses to the RFQQ will be submitted solely via email.	Yes. Email Response(s) to: <a href="mailto:contracts@wahbexchange.org">contracts@wahbexchange.org</a> .
37	RFQQ HBE 18-003	4.2. Response Contents	4.2.1. Letter of Transmittal (Mandatory, Pass/Fail)	To confirm, the Letter of Transmittal should be submitted as a separate attachment of the same email containing the RFQQ response. It should not be submitted separately on its own.	Yes. The Letter of Transmittal shall be submitted as a separate attachment in the same email containing the RFQQ response.
38	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.2. Vendor's proposed project team qualifications	Will the State accept project team members that are not attached to a specifically referenced project?	Yes, provided the other team members and the Vendor meets the RFQQ experience and skills criteria.
39	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.2. Vendor's proposed project team qualifications	Will the State accept resumes of potential team members? Or should the proposer only include resumes for named project team members?	Resumes are required for named project team members. In addition, if the Vendor intends to bring in additional team members that are not yet confirmed, those resumes should be included. Please note that per the sample contract, any additional or replacement team members must be approved, in advance, by WAHBE.
40	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.3. Proposed project approach	Does the State want actual deliverable work samples or sections taken from larger deliverables? What type of samples does the State prefer?	Sections extracted from actual deliverables are sufficient.

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41	RFQQ HBE 18-003	4.2.4. Written Summary of Qualifications and Experience of Vendor (Mandatory, Scored)	4.2.4.4. Proposed project plan	What format does the State prefer for the proposed project plan? Will the State accept a Microsoft Project plan or does the State require a document that accompanies the Microsoft Project Plan and outlines the vendor's project management plan?	We are flexible when it comes to format. We will accept Microsoft Project plans.
42	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility	1.5.1.	Does each member of the project team have to demonstrate proficiency in the 11 areas or is this cumulative experience?	See Addendum No. 1, posted to WEBS and the WAHBE procurement website on 02/22/2018.  For additional clarification, see WAHBE's response to question #18.
43	RFQQ HBE 18-003	1.5. Vendor Information and Eligibility		Does the project team need to have a cumulative five years of experience or does each member of the project team need five years of experience?	See Addendum No. 1, posted to WEBS and the WAHBE procurement website on 02/22/2018. For additional clarification, see WAHBE's response to question #18.
44	N/A (general question)			Due to the potential implication that the addendum may have on a bidder's ability to successfully meet the RFP requirements, would WAHBE entertain a 2-week extension?	No.