Question #	Document Name	Section # and Title	Page or Paragraph #	Question	Exchange Response
1	RFP	Cover Page and 1.7. RFP Schedule	Cover and Page 7	The times specified in the RFP reference Pacific Standard Time (PST). Should this be Pacific Daylight Time (PDT)?	This is correct. The time specified should be Pacific Daylight Time (PDT) Please consider all instances of PST to be PDT.
2	RFP	1.7. RFP Schedule	Schedule	In view of the significant amount of information that must be developed for the response to this RFP, is it possible that the due date could be extended?	The schedule cannot be modified. Any such change would not only impact the RFP, but also the Project implementation.
3	RFP	1.1. Title – Consumer Survey Services for Health Benefit Exchange	Page 1	The RFP indicates that survey results need to be provided by September 12, 2014, while the technical report needs to be provided by November 14, 2014. Could you please explain the reason these deadlines have been set?	The Exchange needs the results to help prepare for the next open enrollment period that begins November 15, 2014. The technical report coincides with providing advice on transitioning the survey to WAHBE and so may be submitted later.
4	RFP	1.1. Title – Consumer Survey Services for Health Benefit Exchange	Page 1	The RFP indicates that the maximum budget is $450,000 for this project. Could you please explain how this budget was derived?	This question is outside the scope of the RFP. The information is not required in order to respond to the RFP.
5	RFP	1.4.1.1. Sampling	Page 2	It is understood that county and consumer type need to be appropriately represented in the sample. We are assuming that results are reported at the state and consumer-type level. Please confirm that statistically valid county-level results are <u>not</u> required.	This is the first consumer survey the Exchange will perform. The Exchange, consequently, does not want to presume the data and results that may be collected or generated. It may not be possible to collect data or produce results by county, and thus, WAHBE will need advice from a vendor about the possibility of producing regional results and if regional results should be prioritized above producing other results.

6	RFP	1.4.1.1. Sampling	Page 2	Is there a targeted level of statistical precision?	The Exchange needs advice from a vendor on the level of statistical precision that fits the results selected.
7	RFP	1.4.1.1. Sampling	Page 2	Are those who did not enroll but started an application unduplicated from those who did enroll, or is it possible that someone started two applications (double counted in sample)?	Unduplicated. While an applicant may start more than one application, the Exchange measures if an applicant either enrolled or did not enroll.
8	RFP	1.4.1.1. Sampling	Page 2	Is there any special focus on American Indian/Alaskan Native (or any other strata) as a domain?	There is no special focus on any culture or ethnicity.
9	RFP	1.4.1.1. Sampling	Page 2	Is timeframe (when enrolled) available in sample records?	Yes; when enrolled and other timeframes are collected within Healthplanfinder.
10	RFP	1.4.1.1. Sampling	Page 2	Did everyone do the enrollment online, or did some do it on paper or in-person? If so, is that distinction available in the sample file?	Applicants enrolled online or with paper applications and the distinction is available. The Exchange is also able to track which applicants received help from agents/brokers or certified assistors.
11	RFP	1.2. HBE Background	Page 1	We understand that "the Exchange is also the marketplace where newly eligible adults may enroll in Washington Apple Health Medicaid coverage and where families renew their coverage in Washington Apple Health. " Does the enrollment process vary greatly for those enrolling or renewing in Apple Health Medicaid coverage versus those enrolling in qualified health plans? In other words, is the website for enrollment different for Medicaid users vs. qualified health plan users?	Similar eligibility processes make it possible for Healthplanfinder to be the single application portal for Medicaid and QHP coverage. Selection of coverage is different: an applicant is assigned a Medicaid plan and an applicant selects a QHP.
12	RFP	1.4.1.2. Demographics	Pages 2-3	Please confirm what data will be included in the record information for the sample members:	On March 31, 2014, the Exchange completed a 6-month open enrollment and as a result has rich contact information. The Exchange will work

				• Full name • Postal address • Email address • Telephone contact • Subpopulation group indicator • Gender • Metal level (gold, silver, bronze plans) • Family size • Broker and IPA assisted enrollment • SHOP employer • Tax credit or federal poverty level • Race/ethnicity • Carrier • Age • Call center contact • Call center language • Call center handled/deferred call status	with a vendor to produce a sample that fulfills the objectives of the survey.
13	RFP	1.4.1.3. SHOP, pediatric dental, and applicants who did not enroll	Page 3	Could you please clarify if you are expecting a separate survey to be developed for the SHOP enrollees and a separate survey to be developed for families with children covered through pediatric dental plans?	The Exchange needs advice from a vendor on an acceptable approach to surveying SHOP or pediatric dental. Because pediatric dental is purchased in association with an individual QHP, incorporating pediatric dental into the survey of individual QHP enrollment may be an option. SHOP may necessitate a different approach than the survey used for individual QHP enrollment.
14	RFP	Section 1.4.2. Developing the survey instrument	Page 4	Please confirm demographic information such as the following were not collected during the enrollment process and will not be included on the data record for sample members:	Confirmed. That demographic information is not currently available to the Exchange.

				• Insurance status at the time of enrollment. • The need for health care services. • The availability of regular access to care. • The affordability of health care services or coverage. • Employment characteristics.	
15	RFP	1.4.3. Conducting the Survey	Page 5	Will the survey be conducted in English only or in both English and Spanish?	The survey instrument will need to be in English, and the Exchange needs advice from a vendor on an approach that may produce survey results on culture or language.
16	RFP	1.4.5. Transitioning the Survey	Page 6	Could you please provide more information regarding the transition of the survey? Is the Exchange expecting to receive deliverables, in addition to the technical report, that will help to transition the survey, e.g., programming code for a web survey, graphic design files of paper surveys, etc.? Or is the Exchange expecting only to receive guidance regarding the technical aspects of conducting the survey?	The Exchange expects to receive technical advice that assists us in right-sizing the survey for use in future years. The Exchange will not discourage a vendor from providing detailed assistance or expertise that may assist the performance of future surveys.
17	RFP	1.4.5. Transitioning the Survey	Page 6	Regarding transitioning the survey to the HBE, what software programs/resources are available to the HBE?	The Exchange expects to receive technical advice that assists us in right-sizing the survey for use in future years. The Exchange will not discourage a vendor from providing detailed assistance or expertise that may assist the performance of future surveys.
18	RFP	3.2. Response Format and 4. Vendor Requirements/ Qualifications	Page 14 and Pages 15-17	We understand that we must write the RFP response in the order given in Exhibit B under Subheading 4, and that there are page limits to each section. May we also include additional information (such as	Vendors are allowed to send supplementary information in support of their response to the RFP. However, the Exchange cannot commit to reviewing such materials, nor can it be used in can in the award of vendor scores.

				résumés of proposed personnel) as addenda to the response?	
19	RFP	4.1 Vendor's Proposed Solution	Page 15	Regarding the order of the response for Subheading 4.1, would the Exchange like us to follow the order of the bulleted list under Subheading 4.1? Or should we follow the order of the Statement of Work under Subheading 1.4 (i.e., 1.4.1 through 1.4.5)?	Please follow the order of the bulleted list under Subheading 4.1
20	RFP		Page 3	On page 3 it states that vendors "may need to employ techniques that reach multiple cultures or populations that may not speak English." In addition to potentially using different strategies/modes of data collection for different cultures or populations, does this also mean that the survey instrument will need to be available in multiple languages? If so, what languages will be required?	The Exchange is not suggesting or promoting a particular solution for reaching enrollees across multiple cultures or who do not speak English. Developing the survey instrument in several languages, consequently, may or may not be included in a vendor's proposed solution. While assisting the Exchange to develop and prioritize topics to be included in the survey instrument, the Exchange will look to a vendor to propose effective and efficient methods in the area of cultures and languages. Healthplanfinder is available in English and Spanish.
21	RFP HBE14-005	Sampling	1.4.1.1	Will HBE provide the vendor with sample for each of the sub-populations of interest? Will the sample contain all of the information necessary to identify and assign an individual to the appropriate subgroup (e.g., individuals renewing Medicaid coverage, previously eligible but not enrolled, etc.)? What contact information (address, telephone number, email address)	Response to first three questions: A subpopulation will only be selected if adequately identified and collected. Response to the fourth question: The Exchange has the ability to provide the sample and will work with a vendor when producing the sample.

				and demographic information will be provided for the targeted respondents? How will the sample be provided to the vendor - will the vendor be given access to HBE's database to develop the sample?	
22	RFP HBE14-005	Sampling	1.4.1.1	Can you tell us approximately what proportion of the 150,000 QHP enrollees were subsidized vs. non-subsidized enrollees?	75%: subsidized QHP enrollees 25%: non-subsidized QHP enrollees
23	RFP HBE14-005	SHOP, Pediatric, Dental and applicants who did not enroll	Page3, 1.4.1.3	Please clarify which subgroup(s) of small employers are to be surveyed. For example, is HBE interested in surveying among all those who enrolled through SHOP; businesses that created accounts in *Healthplanfinder* Business but are located outside of Clark and Cowlitz Counties; a statewide sample of small businesses that are not yet offering coverage, etc.?	The Exchange needs advice from a vendor on survey approaches for SHOP so that the Exchange may prioritize the best uses for the initial consumer survey.
24	RFP HBE14-005	SHOP, Pediatric, Dental and applicants who did not enroll	Page3, 1.4.1.3	Approximately how many individuals began the application process but did not complete the enrollment process? Is HBE interested in surveying other individuals who did not enroll during the initial open enrollment period (other than those who began but did not complete the process)?	Of non-enrolled individuals, the Exchange is only interested in surveying those applicants that began an application and then did not enroll.
25	RFP HBE14-005	Conducting the Survey	1.4.3	Regarding vendor communication to Exchange consumers, is the vendor expected to prepare and mail advance notification letters to all targeted respondents?	The Exchange will look to the vendor's proposal on the best methods for achieving a response rate.

26	RFP	1.4, Statement of Work	2–6	What information will be available on the sampling frame, to be used for contacting the enrollees? Phone number? Address? Email address?	On March 31, 2014, the Exchange completed a 6-month open enrollment and as a result has rich contact information. The Exchange will work with a vendor to produce a sample that fulfills the objectives of the survey.
27	RFP	1.4, Statement of Work	2–6	What demographic information will be available on the sampling frame?	Please see the report cited in section 1.4.1.2.
28	RFP	1.4, Statement of Work	2–6	How current will the enrollee contact information be on the sampling frame?	The Exchange completed its initial open enrollment on March 31.
29	RFP	1.4, Statement of Work	2–6	What proportions each were enrollments completed by mail, by phone, and electronically?	Proportions are not available at this time.
30	RFP	1.4, Statement of Work	2–6	Does the sampling frame contain non-enrollee contact information? What proportion of the frame are non-enrollees?	Yes. Non-enrolled applicants are accessible through Healthplanfinder, but at this time, a percentage of non-enrolled applicants is not available.
31	RFP	1.4, Statement of Work	2–6	Besides Spanish, in what other languages does WA HBE contemplate conducting this survey?	The Exchange is not suggesting or promoting a particular solution for reaching enrollees across multiple cultures or who do not speak English. Developing the survey instrument in several languages, consequently, may or may not be included in a vendor's proposed solution. While assisting the Exchange to develop and prioritize topics to be included in the survey instrument, the Exchange will look to a vendor to propose effective and efficient methods in the area of cultures and languages. Healthplanfinder is available in English and Spanish.
32	RFP	1.4, Statement of Work	2–6	What precision does WA HBE want for its estimates? What difference in estimates does WA HBE want to detect? For which subgroups or	The Exchange needs advice from a vendor on the level of statistical precision that fits the results selected.

				markets is it wanting estimates, and for what level of precision?	
33	RFP	1.4, Statement of Work	2–6	What length of interview is WA HBE anticipating?	The Exchange will need to prioritize the topics and questions that are ultimately included on the survey instrument.
34	Request for Proposal: Consumer Survey Services for WA Health Benefit Exchange	1.4.1.1 Sampling	p. 2, last paragraph	We assume that the WA HBE has a data warehouse, or other data system, in which applicant AND enrollee information is stored. Is that assumption correct, and if so, is there information in that system that identifies the subpopulations of QHP and Medicaid consumers (individual market with subsidies, full cost QHP, SHOP, and the 3 different types of Medicaid enrollments)?	The Exchange has access to the identifiers mentioned in the question. The Exchange is a new organization and has not yet developed a data warehouse.
35	Same as above	1.4.1.3 SHOP, pediatric dental, and applicants who did not enroll	p. 3, second paragraph in section	Do you have contact information (names, addresses, phone #) for potential applicants (those who began an app but did not complete it) and potential enrollees (those who submitted an application but did not select a plan) in your data systems?	On March 31, 2014, the Exchange completed a 6-month open enrollment and as a result has rich contact information. The Exchange will work with a vendor to produce a sample that fulfills the objectives of the survey.
36	Same as above	4.1 Vendor's proposed solution	p. 15, first paragraph	In the first paragraph on p. 15, it states that, "The Exchange, however, will consider a work plan that concludes the work in these sections at a later date that is supported by the Vendor's expertise." How much flexibility is there in the timeline for data collection and reporting? Is there a "drop dead" date by which the survey results must be ready?	There is not much flexibility in the due date: the Exchange needs results that may be used in the later stages of planning for our second open enrollment which begins November 15, 2014.

37	Same as above	1.4.2 Developing the survey instrument	p. 4, paragraph on Outreach and Marketing	Is the WA HBE review of their outreach and public marketing available publicly? If not, can you provide it to us?	The report will be publicly available near the time the selected vendor begins work with the Exchange.
38	Same as above	1.1. Title – Consumer Survey Services for Health Benefit Exchange	p. 1	Can the initial survey results provided to the Exchange on 9/12/14 be high level results (e.g., frequencies and cross-tabs, with summary text in a memo format), with a more detailed report delivered at a later date?	A vendor will need to specify the later date and justify the approach before the proposal is considered.
39	Same as above	3.2 Response Format	p. 14	Should the proposal text be single- or double-spaced?	Single spaced is acceptable.
40	RFP	1.1. Title – Consumer Survey Services for Health Benefit Exchange, 1.5. Period of Performance	1, 6	The RFP indicates a contract start date of July 22, 2014 and presentation of survey results by September 12, 2014. Would the Exchange consider a date later than Sept 12, 2014 for delivery of the survey results?	A vendor will need to specify the later date and justify the approach before the proposal is considered.
41	RFP	N.A.	N.A.	What contact information is available for plan participants?	On March 31, 2014, the Exchange completed a 6-month open enrollment and as a result has rich contact information. The Exchange will work with a vendor to produce a sample that fulfills the objectives of the survey.
42	RFP	N.A.	N.A.	What contact information is available for people who began but did not complete the enrollment process?	Non-enrolled applicants provide contact information at the beginning of the enrollment process.
43	RFP	1.4.2. Developing the survey instrument	4	In how many languages must the survey be conducted?	The Exchange is not suggesting or promoting a particular solution for reaching enrollees across multiple cultures or who do not speak English. Developing the survey instrument in several languages, consequently, may or may not be included in a vendor's proposed

					solution. While assisting the Exchange to develop and prioritize topics to be included in the survey instrument, the Exchange will look to a vendor to propose effective and efficient methods in the area of cultures and languages. Healthplanfinder is available in English and Spanish.
44	RFP	1.4.2. Developing the survey instrument	4	The RFP requires the contractor to design an instrument that collects information that permits the Exchange to examine if access to the Healthplanfinder or a consumer's overall shopping experience varied by culture or language. Which cultures would the Exchange like include?	The Exchange is not suggesting or promoting a particular solution for reaching enrollees across multiple cultures or who do not speak English. Developing the survey instrument in several languages, consequently, may or may not be included in a vendor's proposed solution. While assisting the Exchange to develop and prioritize topics to be included in the survey instrument, the Exchange will look to a vendor to propose effective and efficient methods in the area of cultures and languages. Healthplanfinder is available in English and Spanish.
45	RFP	N.A.	N.A.	Is there a desired level of precision for the estimates?	The Exchange needs advice from a vendor on the level of statistical precision that fits the results selected.
46	RFP	1.4.1.3. SHOP, pediatric dental, and applicants who did not enroll	3	The Exchange describes need to explore strategic themes among small business using the Small Business Health Options. Does the Exchange view this component as a separate survey component, i.e., an establishment survey of small businesses, or will the Exchange be providing enrollment numbers for participants enrolled through the Exchange?	The Exchange needs advice from a vendor on survey approaches for SHOP so that the Exchange may prioritize the best uses for the initial consumer survey.

47	RFP	1.4.1.1, Sampling 1.4.1.3 SHOP, pediatric dental, and applicants who did not enroll	2, 3	The RFP details groups: a. QHP enrollees- Subsidized b. QHP enrollees-Unsubsidized c. Medicaid Enrollees Post expansion d. Medicaid Enrollees Pre-expansion e. Medicaid Enrollees Renewals f. People who began but did not complete the enrollment process g. Pediatric Dental Plan Enrollees Is the ability to detect statistically significant differences by demographic subgroup analyses required? For example, the exchange need to view QHP enrollees subsidized by age, gender, and race/ethnicity as well as unsubsidized by age, gender, and race/ethnicity?	The Exchange will work with the vendor to select acceptable subgroups.
48	RFP	1.4.1.2. Demo-graphics	3	The Exchange would like to test for differences in consumer experiences across the six month enrollment period. Is there a desirable aggregation period or would the Exchange prefer to compare each month statistically to other months? Is the ability to detect statistically significant differences by plan type and month (aggregated months) required?	The Exchange is not specifying that the results must be by month and is open to advice from a vendor on how to specify the timeframe and include that advice in a discussion of priorities for the survey.
49	RFP	1.4.1.3. SHOP, pediatric dental, and applicants who did not enroll	3	The Exchange describes need to explore strategic themes among small business using the Small Business Health Options. Does the Exchange view this component as a separate survey component, i.e., an establishment survey of small	The Exchange needs advice from a vendor on survey approaches for SHOP so that the Exchange may prioritize the best uses for the initial consumer survey.

				businesses, or will the Exchange be providing enrollment numbers for participants enrolled through the Exchange?	
50	RFP	1.4.5. Transition-ing the Survey	6	The RFP calls for a report on the technical requirements necessary to conduct the survey internally without Vendor assistance. Does the Exchange want technical documentation of the survey process or a portable survey instrument and platform that the Exchange will run independently or with minimal support from a Vendor?	The Exchange expects to receive technical advice that assists us in right-sizing the survey for use in future years. The Exchange will not discourage a vendor from providing detailed assistance or expertise that may assist the performance of future surveys.
51	RFP	N.A.	N.A.	Will the Institutional Review Board for this survey be Washington State's Institutional Review Board or will the Exchange allow the use of the vendor's Institutional Review Board?	The consumer survey is governed by 45 CFR 155.260 which allows for an exchange to perform a consumer survey.
52	RFP .	N.A.	N.A.	Does the Exchange have a standard or desired invoicing format?	Yes.
53	WAHBE Sample Contract	Exhibit A General Terms and Conditions	6	The Exchange specifies three types of verifications (state and/or federal criminal background check, SAM/EPLS check and/~~or~~ reference checks) for employees working on the survey project. Will the Exchange require all three or will SAM/EPLS and reference checks suffice?	All three will be required.
54	RFP	2.16. Contract	11	Can you clarify what type of contract this will be (e.g., fixed price vs. time and materials)?	Fixed price.
55	RFP			Will the Exchange provide the Vendor with information on	The Exchange can provide contact information only for eligible residents who applied for

				residents who were eligible to enroll in Washington Healthplanfinder, but did not end up enrolling via the exchange (including QHP, SHOP, and Medicaid)? Do you have any contact information compiled on the non-enrollees?	coverage through Healthplanfinder, and contact information is available on applicants who did not enroll.
56	RFP			Will you provide the Vendor with supplied sample population lists containing phone numbers and email addresses of people enrolled with the Washington Healthplanfinder? If so, approximately how many people or small businesses are on the list, and do you have an approximate proportion on enrollees that provided a cell-only vs. landline telephone number?	The Exchange will work with the vendor to supply the project with contact information. Applicants may supply the Exchange with home, cell, and work phone numbers.
57	HBE-14-005-Consumer Survey Services RFP	1.4.1.1	5	You list the primary customer segments. What are the actual number of enrollees in each segment? What contact information is available (name, address, phone (landline and/or cell phone), email)?	Please see the reported cited in section 1.4.1.2 for enrollment figures. Applicants may supply the Exchange with home, cell, and work phone numbers.
58	HBE-14-005-Consumer Survey Services RFP	1.4.1.2	6	You indicate that you wish to examine differences in consumer experiences across the six-month period. How many individuals in each segment enrolled in each month?	Please see table below.

Enrolled in	Jan-14	Feb-14	Mar-14
Medicaid Newly Eligible Adults	172,135	214,688	285,275

Medicaid Redeterminations (Previously Covered)	260,379	339,136	416,852
Previously Eligible But Not Enrolled	82,584	108,799	137,930
QHP (No Tax Credit)	18,180	20,422	35,798
QHP (Tax Credit)	71,063	84,982	116,955
Total	604,341	768,027	992,810

59	HBE-14-005-Consumer Survey Services RFP	1.4.1.3	6	You indicate that you wish to learn from people who did not enroll during the initial enrollment period. How many people would be contained in this segment? What contact information is available for these individuals?	The Exchange is not able to produce an accurate count of non-enrolled applicants at this time. Access to non-enrolled applicants is possible and we have their contact information.
60	HBE-14-005-Consumer Survey Services RFP	1.1	4	Timeline: The target date for contract execution is 7/22/2014 and the overview indicates that the Exchange wants survey results by 9/12/2014. This is an approximately 9 to 10 week schedule from start to finish which is very aggressive. Can you provide some context as to what is "driving" these dates? Has the Exchange conducted any research on those who enrolled during the initial enrollment period? Is there any flexibility in these dates.	The Exchange needs information that may help improve our performance before the next open enrollment period which begins November 15, 2014. The Exchange needs to ensure that survey information is collected, reported, and used by the Exchange before the next open enrollment period. The timeline is tight, and as mentioned in the RFP, the Exchange is willing to consider justifications to proposals for moving the dates. The best research to date on enrollment during the initial open enrollment period is in the report cited in section 1.4.1.2.
61	HBE-14-005-Consumer Survey Services RFP	1.1	4	The RFP states a contract value equivalent to or under $450,000. Does this cover data collection for the prior enrollment period? Or will this contact cover data collection for the upcoming enrollment period as well?	Healthplanfinder collects enrollment data during an open enrollment period. Collecting enrollment data during an open enrollment period will not be part of the vendor's contract.
62	Webinar	General		Will a copy of the Vendor Teleconference/Webinar schedule	This Q&A will be posted and the Exchange also intends to post the audio at

				for tomorrow be available after the session? Scheduling conflicts prevent some of our colleagues from participating for the entire 90 minutes.	http://wahbexchange.org/about-us/vendor-procurements/
64	RFP			Will the HBE be providing the contractor with a database of enrollees as a means of effectively targeting key population segments?	The Exchange will work with the vendor to provide the vendor with data that targets the populations to be surveyed.
65	RFP			What language requirements for interviewing, besides English and Spanish, does the HBE anticipate for this project?	The survey instrument will need to be in English, and the Exchange needs advice from a vendor on an approach that may produce survey results on culture or language.
66	RFP			Under what circumstances would the HBE consider extending the September 12 deadline for interviewing?	A vendor will need to specify the later date and justify the approach before the proposal is considered.
67	RFP			What business decisions are expected to be made based on survey results? What internal capabilities do you have in terms of data analysis and statistical skills for taking over the data collection and survey response analysis in future years? How many resources would you dedicate to the effort in future years—e.g., 2.5 FTE for 1 month?	The Exchange has performed one open enrollment period and will use the information to help improve our performance in the next open enrollment period and other areas of our customer service. The Exchange has internal data analysis capabilities led by a Manager for Data and Reporting. The Exchange is open to procuring a vendor to collect survey responses in future years. The Exchange needs advice from a vendor to assist in determining the data analysis resources needed in future years.
68	RFP			What "institutional" knowledge already exists at WHBE about consumer enrollment experience? Case managers, call center workers,	The Exchange has an internal Customer Support Workgroup which includes representation across the Call Center, Broker and Navigator/In-Person Assister programs. Customer trends have been

				etc. Has that info been systematized and what role can that play in the study development process.	tracked on a weekly basis since November and responded to through frequently asked questions. The FAQs are posted under “Additional Resources for Navigators, Brokers, and other assisters” at http://wahbexchange.org/news-resources/healthplanfinder-status-updates/healthplanfinder-quick-tips. Usability testing on the online customer experience was also conducted in January 2014. The summary of those results are available at http://wahbexchange.org/files/8913/9628/6100/HBE_AC_140401_Healthplanfinder_User_Interface.pdf
69	RFP			What is the goal of comparing enrollment experience over time? What do we expect to see between late vs. early enrollees? Is the functioning of the state exchange expected to have improved over time, as the feds fixed some of their bugs?	The Exchange’s customer service likely varied during the initial open enrollment period as our IT system adjusted. The Exchange also experienced heavy traffic around specific enrollment and payment deadlines. We need a vendor’s advice on how we might measure differences in customer service over the 6-month period.
70	RFP			Will you consider an extension on the due date for the proposal?	No; the due date for the proposal cannot be extended.
71	RFP	1.1	4	The RFP states a contract value equivalent to or under $450,000. Does this contract amount only cover the amount up and including the Technical Report to cover transitioning the research and including any / all data collection for those enrolling in the period ending 3/31/2014? As an alternative and given that the next enrollment period begins in November 2014, do you anticipate	The upper limit of the contract is to cover the work specified in the RFP. Extensions to the contract are possible, but the need and funding for such extensions would be determined at a later time.

				that this contract would cover data collection and analysis for the upcoming enrollment period as well?	
72	RFP	1.4.2 Review and IRB approval	7	A question was asked during the pre-proposal conference today about requirements for an Institutional Review Board and whether the state would provide the IRB or could the vendor's IRB be used. I have done a further review of the RFP and do not see any reference to IRB review or approval. Can you please confirm whether or not you anticipate that this survey would require IRB and approval and if so whether the state's IRB will (1) be available to do this and (2) whether it can be done in an expedited manner? If IRB approval is required and it can sometimes be a lengthy process, how does the HBE anticipate meeting the IRB process while also staying within the requirements to design and complete the research by the middle of September 2014. Please note that the nature of this research suggests that it would be a bona fide exemption to IRB approval so long as there is a guarantee that information obtained is not directly linked or through identifiers linked to the subjects or that human subjects	The consumer survey is governed by 45 CFR 155.260 which allows for an exchange to perform a consumer survey. The Exchange is interested in generating results that assist us with evaluating our performance.

				could be identified. The only instance where this could become an issue is if the State wishes through the process to have a mechanism – common in customer research – to have a customer service person re-contact the respondent if they indicate a problem with enrollment or subsequent issues. Does the HBE anticipate any situation where respondent identities could be linked directly to the survey data?	
73	RFP	3. Instructions, Vendor Response	P. 13, 3.1.1.6.a	We are interpreting the statement, "If any of the Vendor's employees or officers or subcontractors employees or officers were employed by the Washington Health Benefit Exchange or the state of Washington during the last two years…" to mean personnel who will be working with the project. Please confirm our interpretation.	Your interpretation is correct; the requirement is only for individuals that your firm is proposing to staff the Exchange's project".
74	RFP	3. Instructions, Vendor Response	P. 13, 3.1.1.6.c	Please provide the list of other major HBE Contractors for whom HBE wants Vendors to disclose a business relationship.	The major Exchange contractors are Deloitte, GMMB, Faneuil, Milliman, Cambria, Moss Adams, Ciber, TEKsystems, Coolsoft, PointB, Protiviti, Bluecrane, Eclipse Solutions, KP Corporation; Clark Nuber, and Wakely
75	RFP			The RFP states, "In performing the survey, the Vendor will need to partner with the Exchange staff and external stakeholders" including in the survey development phase and the presentation stage. Who are	External stakeholders are primarily the Board of the Exchange and three committees selected by the Board. Board members form the Operations and Policy Committees. The membership of the Advisory Committee represents a cross-section of Washington State's health insurance system.

				the external stakeholders and is this a predetermined group?	
76	RFP			Can you tell us what percent of those in the lists of enrollees and those who tried to enroll have email addresses as part of their contact information?	The Exchange can calculate the percentage of enrollees who provided us with email addresses. We may not be able to calculate the percentage of email addresses supplied by those who did not enroll. This information will be available to the awarded vendor.
77	HBE-14-005 Exhibit C Sample Contract	7. Background and Reference Checks	Page 5	For the state and/or federal criminal background check required for staff, would background checks that have been completed for the U.S. Department of Veterans Affairs or the U.S. Department of Defense be acceptable?	No; because those types of background checks suggested change depending on the security clearance of the particular position or contract. This could be almost nothing to high level.