



ANNOUNCEMENT
HBE 18-007
Washington Health Benefit Exchange (WAHBE)
Request for Proposal (RFP)

Full Service Enrollment Centers for WAHBE

WAHBE is initiating this RFP to establish and operate full-service Washington Healthplanfinder (HPF) Enrollment Centers throughout Washington State.

Enrollment Centers are physical sites in communities around the state where residents can obtain in-person insurance application and enrollment assistance from knowledgeable, trusted WAHBE representatives. Enrollment Centers help existing customers renew or update their insurance coverage and help new customers enroll in insurance coverage for the first time. Enrollment Centers are operated year-round by WAHBE-certified or registered Brokers or Navigator organizations in compliance with WAHBE guidelines.

The successful Vendor(s) will operate Enrollment Centers year-round during regular business hours with extended evening and weekend hours during open enrollment to meet consumer demand. Outside open enrollment, Enrollment Centers will provide consumers with enrollment-related assistance including, but not limited to: Special Enrollment Periods; reporting changes; cancelling coverage; and answering tax filing questions.

Contract(s) resulting from this RFP will begin on or around September 1, 2018 and will end on August 31, 2019. WAHBE, at its sole discretion, may extend the period of performance through August 31, 2021 in whatever time increments WAHBE deems appropriate.

The RFP is available for download on the WAHBE Website at <https://www.wahbexchange.org/about-the-exchange/what-is-the-exchange/vendor-procurements/> as well as on the Washington Enterprise Business Solutions (WEBS) website at <https://fortress.wa.gov/ga/webs/>. Additional materials or any addenda regarding this RFP, if needed, will be made available for download at these same websites. Vendors are encouraged to check often for addenda and other materials that may be posted.

Responses to this RFP are due to the RFP Coordinator no later than July 20, 2018 at 3:00 p.m. PT.

For further information, please contact the RFP Coordinator:

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