



Washington Health Benefit Exchange

RFP 17-002 Addendum 1

February 21, 2017

TO: Potential Bidders for RFP 17-002 and Other Interested Parties

FROM: Erin Hamilton, RFP Coordinator

SUBJECT: Addendum 1 to RFP 17-002 for "Decision Support Tool(s)"

PURPOSE: To provide responses to questions submitted by potential bidders by the February 14 deadline.

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1. HBE's responses to bidder questions submitted by the February 14 deadline are provided as an attachment to this Addendum.
 2. Please contact the RFP Coordinator at contracts@WAHBExchange.org if there are any questions concerning this Addendum.

Respectfully,

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

Erin Hamilton

RFQQ Coordinator

contracts@wahbexchange.org

Vendor Questions and WAHBE Reponses for RFP 17-002 Decision Support Tool(s)

Question #	Document Name	Section # and Title	Page or Paragraph #	Question	HBE Response
1	RFP 17-002	1.6.2.c. Vendor responsibilities	3	<p>Does the HPF prefer a "headless" solution, where the vendor provides an API that the HPF System Integrator uses to enhance the HPF shopping experience, or a solution where the vendor provides a shopping UI? Some background: the RFP implies that the vendor will deliver back-end services for the DST, and the HPF will control the user interface: "The Vendor shall integrate the DST with the HPF User Interface (UI). To support this, the HPF will collect relevant user information, and send the results to the vendor via an Application Programming Interface (API). The Vendor will define the information that is required to be sent and received for this DST and HPF integration. Any necessary updates to Washington Healthplanfinder will be updated by our Systems Integrator in parallel to this project." But a later set of requirements imply the vendor will be providing a UI, for example: 1.6.5.l (look and feel), 1.6.5.m (branding guidelines), 1.6.5.n (wireframing).</p>	<p>The Exchange does not intend to completely replace its existing HPF shopping screens as part of this project. The end vision is to add new complementary screens in HPF for data collection and/or to present algorithm results that enhance consumers shopping experience. These complementary screens can be built by our system integrator (SI) or, if already included in the vendor's solution, should be included as part of their response. If the vendor has pre-built screens, we recommend the vendor include these screens as part of their response.</p> <p>Alternatively, the vendor may provide a solution that includes additional data collection screens outside HPF, which will allow its algorithm to have the necessary inputs.</p> <p>The Vendor may also provide UI screens which present the algorithms results and recommended plans. (Please note that this is not a required part of the solution; as we have the ability to work with our SI to develop the relevant screens for data collection. We are expecting to keep the existing <i>Healthplanfinder</i> (HPF) shopping screens as the primary screens for plan comparison and selection.)</p>
2	RFP 17-002	General	General	<p>If you are considering both a headless solution and a solution where the vendor provides the shopping UI, would you like separate pricing for a both models?</p>	<p>We are not able to consider a completely headless, as at least some level of UI will be needed (see response to question #1). However, if you are proposing more than one solution/model, then separate pricing is required for each.</p>

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3	RFP 17-002	1.6.1 Summary of Services	3	Regarding the provider search, the vendor is expected to provide "the ability to perform provider look-up capabilities through integrating with HPF's central provider directory", and "accessed by users via the HPF system and be fully integrated with the HPF." So if the vendor isn't providing the data or the user interface, what are the services the state is expecting the vendor to provide?	The Exchange expects the successful vendor to use the provider directory API provided by the HPF's Provider Directory vendor. The vendor will be responsible for incorporating the data sent back from the API to inform the decision support tool. More specifically, if to provide a score to each plan the tool incorporates provider directory information, the data can be fed to the tool from HPF via API.
4	RFP 17-002	1.6.2.e Vendor responsibilities	3	"At the Exchange's option, the Vendor shall implement its tool(s) in Spanish, in addition to English." Given the fact that the exchange controls the User Interface, what is the vendor expected to deliver in Spanish?	If the vendor includes in its response UI screens for data collection and/or to display results then these UI screens must have both and English and Spanish version
5	RFP 17-002	1.6.4.a. Project Requirements	3	"Develop and customize functionality to implement DST tools that meet the Exchange and HPF requirements." Can the HBE provide any insights into what customizations will be required?	This includes customization of interfaces to make sure data can be exchanged between the vendor tool and HPF. Customization may also be required if the vendor includes UI screens in its response to have consistent look and feel with the HPF website.
6	RFP 17-002	1.6.6.f DST Testing requirements	6	"Testing support needed in multiple environments." How many environments are needed?	INT, UAT and Production
7	RFP 17-002	1.6.2. Vendor Responsibilities	3	Is the HBE's centralized Provider Directory accessible via an API?	Yes, the Exchange intends to contract with a Provider Directory vendor who would supply an API to the decision support tool vendor. The RFP for Provider Directory services is tentatively scheduled for release on WEBS on February 27.
8	RFP 17-002	6.3. Consumer Experience and Functionality Review	18	Could HBE clarify whether it is seeking an API solution (HBF engineers integrate to Vendor APIs to enhance HBF capabilities) or stand-alone solution (HBF links to white-labelled, Vendor-operated website)?	Please see the response provided to question #1
9	RFP 17-002	6.3. Consumer Experience and Functionality Review	18	If HBE is seeking an API solution, could it elaborate on how usability testing is envisioned against Vendor-provided APIs? Specifically, if HBE is shouldering responsibility of integrating Vendor's pre-built APIs into HBF user interfaces (UI), how does Vendor facilitate usability testing of the decision-support enabled UI?	If the vendor does not provide any UI screens, HBE will take the lead on facilitating user testing with the vendor's support. This may mean reviewing how easily understandable are the algorithms results to a broad audience.

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10	RFP 17-002	General		Can you elaborate on your expectations of the user environment(s) the vendor is expected to provide? a. Is the Vendor expected to provide both a fully Vendor-hosted, stand-alone environment AND make available plan comparison data via API? i. Would the fully Vendor-hosted, stand-alone environment provide window shopping and other anonymous capabilities while the API would serve the vendor's data into the existing exchange enrollment path environment (which is an environment hosted by the exchange and/or a separate exchange partner)? b. Or is the vendor expected to provide one or the other (fully hosted environment OR API)? Is there a preferred method?	Please see the response provided to question #1 regarding expectations. An API is required. See RFP Sections 1.6.2.c. and 1.6.5.g. Our preferred method is a hosted solution that is integrated with HBE's <i>Healthplanfinder</i> via API.
11	RFP 17-002	1.6.3 - HBE Responsibilities	3	Section 1.6.3 indicates that the exchange will provide the vendor with federal and state subsidies estimates. Does this apply to all possible environments of the tool (including vendor fully hosted environment)? Would these subsidy estimates be made available via web services call? Or should the vendor be capable of calculating its own estimates of Federal and state subsidies, given a set of business rules/logic from the exchange?	Financial assistance estimates will be made available via web service call. The vendor will not be responsible for calculating estimates of federal and state subsidies.
12	RFP 17-002	General		Can you elaborate on the user testing requirements, particularly in the context of an API service provided by the vendor? a. If the vendor is providing data via API into an environment that is controlled by the Exchange or a separate Exchange partner, what role is the vendor expected to play in consumer/usability testing?	If the vendor's solution is fully API based then HBE and its SI will take the lead on user testing. The vendor may be asked to modify data provided through the API based on feedback.
13	RFP 17-002	General		Please provide additional detail on how DSTs will be integrated into the WAHBE. Will they be fully integrated on the back end, accessed through a link on the existing WAHBE site or accessed through a stand-alone site (with WAHBE branding)?	HPF and the Vendor tool should at a minimum be fully integrated through the back end. If the vendor provides UI screens, our preference would be for a seamless integration through a link.
14	RFP 17-002	General		If DSTs will be maintained and accessed on a separate website, does the WAHBE want consumers to be able to select a plan from the Vendor site before being passed back to the WAHBE to complete the enrollment?	No, HBE expects users to be routed back to HPF to select a plan.

Vendor Questions and WAHBE Reponses for RFP 17-002 Decision Support Tool(s)

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15	RFP 17-002	6.3	18	Please clarify the submission requirements described in Section 6.3. The bullet points indicate that the Vendor should submit designs for shopping pages and comparison pages to “ensure a smooth transition from the Customer Decision Support Tool” to the shopping and comparison pages. Will shoppers be redirected from shopping and comparison pages designed by the Vendor that include decision support features (such as total cost and formulary information) to corresponding shopping and comparison pages on the WAHBE that do not contain decision support features?	That is a possibility. Our preference would be to limit the redundancy between the vendor pages and the existing HPF shopping screens. Our preference would be for the vendor to provide algorithm results in a different manner (for example limiting results to top three recommended plans) while passing results for all plans back to HPF through API. This would allow the HPF shopping screens to incorporate the algorithm's results as a score assigned to all plans. We will want to define this together with the vendor during design.
16	RFP 17-002	General		Is the Washington health plan finder looking for already developed decision support tool (Off-the-Shelf) or newly solution to be developed from scratch? If the WHPF accept both, does the WHPF prefer one from the other?	The Exchange prefers an Off-the-Shelf
17	RFP 17-002	1.6.6. Decision-Support Tool(s) Testing Requirements	5	Can HBE elaborate on expectations or typical processes that will be utilized for testing Vendor solution?	The Exchange would expect the vendor to perform integration testing while HBE would take the lead on UAT and performance testing. This will include both manual testing and automated testing.
18	RFP 17-002	1.6.7.b Consumer Experience	6	"...collaborate with HBE to reserve a usability lab in Olympia, WA at a reduced cost." Can the HPF provide an estimate of the cost?	Information about the Olympia usability testing lab is available at http://watech.wa.gov/sites/default/files/ITSolutions/ETS-EfficienciesFacts/usabilityLab.pdf . If vendor proposes to use this lab, it can be assumed that there would be no cost for the rental of the facility and equipment. Vendor will need to estimate and cover costs of recruiting participants, providing reimbursement/incentive for participants, and any other logistics or support related to executing usability testing.
19	RFP 17-002	General		Is the consumer testing as described in the RFP expected to occur in year 1 only, or every year of the contract?	Consumer usability testing is expected before "go-live" with a plan to respond to findings. Future testing may be necessary depending on future enhancements.
20	RFP 17-002	1.6.7.f Consumer Experience	6	"The Vendor must provide a written usability testing report covering consumer feedback and any related recommendations for modifications to HBE." Does the HBE have expectations about the number of test subjects?	15-30

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21	RFP 17-002	1.2 HBE Background	1	Does HBE expect any of the decision support tools to apply to Dental plans?	Not at this time, but the Exchange may look to expand the decision support tools to apply to dental plans in future years.
22	RFP 17-002	1.6.1 Summary of services. Vendor b.	3	Is the Authority providing Formulary data? Does the state have requirements about the source of Formulary data?	No, the Vendor will provide formulary data. We will consider all proposals regarding the source of formulary data.
23	RFP 17-002	1.6.4.e Project Requirements	4	"Maintain and utilize up-to-date actuarial and claims data and analytics." Does the HBE provide any data, or is this solely the vendor's responsibility?	The Exchange will not provide any actuarial or claims data. The Exchange will provide detailed plan data and information regarding eligibility for financial assistance.
24	RFP 17-002	1.6.6.d DST Testing Requirements	5	"Carriers must be able to view and test only their own data during this testing phase." Carriers get to review their plan data during testing and approval, and if the DST is a back-end solution, what responsibility would the vendor have in getting carrier approval?	The Exchange will facilitate interactions between carriers and the Vendor regarding the testing and approval of the decision-support tool.
25	RFP 17-002	6.1.A Functions and Methodology	17	Does the HBE have any required inputs for cost calculation?	The Exchange will consider a wide variety of cost calculation proposals. All proposals must include inputs related to the health status and anticipated health usage of the user. This estimate should incorporate any premiums, deductibles, and cost-sharing that the individual is eligible for-- this information will be supplied to the Vendor by the Exchange.
26	RFP 17-002	6.4 Future Functionality	19	"Value based purchasing." Is it the HBE's intention to offer information about the success of carrier value-based purchasing in the decision support process, or were there other ideas about how value-based purchasing intersects with plan selection?	The Exchange does not have specific vision for the incorporation of VBP into the decision support process but welcomes proposals from Vendors who have explored this and other capabilities. However, this is not a requirement of the Vendor's proposal nor is VBP a carrier requirement for Exchange participation.
27	RFP 17-002	7.1 Cost of Services	19	"Implementation of the integrated tool(s) included in the Vendor's proposal with the HPF user interface (UI) via API Include all costs, denoted by category." Will the HBE define the categories?	HBE has provided a template for Vendors to use to denote costs. Additional lines can be added as needed. Vendors are expected to specify their own categories, as applicable, related to any additional implementation and ongoing costs that the Vendor wishes to call out. These categories may include items such as, one-time fees; project management fees; testing fees; integration fees etc.

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28	RFP 17-002	1.6.5. Technical Requirements	4	Is there scope to enhance or augment plan design information received from carriers based on Vendor feedback?	The Exchange would consider enhancing the current plan design information received from carriers depending on vendor feedback and the possible usage of this information.
29	RFP 17-002	1.6.5. Technical Requirements	4	Will HBE be providing Formulary data, and if so, what is the source and format of the Formulary data?	Please see the response provided to question #22
30	RFP 17-002	1.6.5. Technical Requirements	4	Will data be delivered from a single source or multiple sources? (i.e. plan data, formulary data, etc.)	Data will be delivered from multiple sources. The Exchange will deliver plan data and eligibility for financial assistance information to the Vendor. The provider directory data will be supplied by the Exchange's provider directory vendor. The vendor will be expected to provide formulary data.
31	RFP 17-002	6.4. Future Functionality	19	Does HBE have sample data available for "Plan Quality Ratings" for 2017 plans?	Yes, the Vendor can find plan quality ratings for the current plan year at: https://www.wahbexchange.org/2017-plan-quality-ratings/
32	Exhibit B - Vendor Cost Proposal Worksheet	1.1. Instructions	26	Is it required that the "Formulary Search" and "Total Cost Calculator" be distinct tools, or could they be integrated offering?	No, it is not required that these be distinct tools. They can be integrated offerings.
33	RFP 17-002	General		Can you confirm that the provider directory data will be made available from the HPF's central provider directory? Can you provide more detail on what data is available in the HPF's central provider directory dataset (e.g., NPI, provider name, provider address(es), specialty(ies), 14 digit HIOS ids of participating plans, etc.)? a. How often is the central provider directory updated? b. Will the vendor have any role in obtaining/updating provider directory data from the health insurance carriers?	Yes, provider directory data will be made available to the Vendor via an API. <ul style="list-style-type: none"> a. Carriers are required to submit updates monthly to their provider directory data. b. The vendor will not have a role in obtaining or updating provider directory data. This will be the responsibility of the provider directory vendor. The Exchange will provide a sample provider directory template; however, this template is subject to change.

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34	RFP 17-002	General		Does the HPF central provider directory include Medicaid plan participation data, or does it only contain IVL market QHP participation data?	The HPF Provider Directory includes Medicaid plan provider data as well as individual market/QHP and Dental Data. At this time, the Decision Support Tool(s) will be focused on individual market/QHP only. Per RFP section 6.4, Medicaid may be added at a later time.
35	RFP 17-002	General		Does the exchange have a particular commercial claims/utilization dataset in mind that a vendor should use in calculating out of pocket cost estimates?	No, the Exchange will consider all proposals in calculating out of pocket estimates.
36	RFP 17-002	General		Will the WHBE provide formulary data? If so, in what format will the data be provided?	Please see the response provided to question #22
37	RFP 17-002	General		Who is responsible for ensuring the accuracy and completeness of plan design data, provider directory data and formulary data?	The Exchange will be responsible for plan design data. The provider directory vendor will be responsible for the provider directory data. And the Bidder will be responsible for formulary data.
38	RFP 17-002	6.1	16-17	Section 6.1 states that the OOPC must rely on “commercial market claims data and be representative of Washington.” What data sources satisfy this requirement? Will WAHBE consider proposals for DSTs that employ alternative and/or publicly available data sets?	The Exchange will consider all proposals for the out of pocket cost calculations and does not wish to prescribe a certain data source. Yes, we will consider proposals employing alternative data sets.
39	RFP 17-002	General		Does the WAHBE have access to the WA APCD? If so, will the WAHBE be able to assist the selected Vendor in gaining access to the data for purposes of providing DSTs to the State?	WAHBE currently does not have access to the Washington All-Payer Claims Database (APCD). However, given that WA is currently in the process of developing an APCD, we would explore this possibility in the future.
40	RFP 17-002	General		Is it required for us to be onsite at WAHBE for meetings?	The Exchange would expect to have at least one meeting with the vendor’s key resources in person, for the kickoff for example. This will be discussed and negotiated during the finalization of the contract with the ASV.
41	RFP 17-002	General		Will plan benefit data be available in SERFF format? If SERFF, which SERFF templates are available?	Yes, the Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates.
42	RFP 17-002	1.6.3. HBE Responsibilities	3	Does HBE have sample plan design information for 2017 health plans that it can make available for review? Are SERFF templates or XML templates available?	Yes, the Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates.

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43	RFP 17-002	1.6.2.b Vendor responsibilities	3	"The Vendor shall utilize the plan design information for any individual QHPs within HPF and will incorporate modifications that may occur in a timely manner." How frequently do modifications occur to QHPs and what is the nature of these modification?	The Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates. Modifications can be expected up to the start of Open Enrollment. Historically, changes have been limited to the Plans and Benefit template data for less than 5 plans. Once Open Enrollment begins, modifications are rare but could be required if errors are identified. Updates will be made via revised SERFF templates.
44	RFP 17-002	1.6.3.a HBE Responsibilities	3	"HBE will supply detailed plan design information." Will the HBE please provide this information using SERFF templates?	Yes, the Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates.
45	RFP 17-002	General		If benefit data is not available in SERFF, will benefit data be available in a standardized machine readable format (e.g., XML, JSON, CSV)	The Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates.
46	RFP 17-002	General		In what format will plan design and provider directory data be provided in?	The Exchange will make plan information available via the SERFF Plans and Benefits, Network, Service Area, and Rates Data Templates. The Exchanges provider directory vendor will supply the provider directory data via API.
47	RFP 17-002	General		Can companies from outside the USA (Like India or Canada) apply for this?	Vendors who are fully licensed to operate a business in the United States and Washington State specifically will be considered for this project.
48	RFP 17-002	3.7	10	Section 3.7 states that HBE has the right to use any of the idea presented in any materials offered, even if the proposal is rejected. Does this extend to information for which a Vendor has a proprietary interest?	Per RFP Section 4.5.1.8, Vendors are to provide the page numbers and names of any Response elements being claimed as "Proprietary" or "Confidential" and include an explanation for each claim of confidentiality in their letter of transmittal. Please see RFP Section 3.5 "Proprietary Informaion/Public Disclosure" for a full explaniaton of how proprietary and/or confidential information is protected by HBE, as well as the process for disclosure under state law.
49	RFP 17-002	5.2	16	Do the resumes requested in section 5.2 count towards the eight page limit for this part of the proposal?	No, the resumes requested in section 5.2 do not count toward the eight page limit.

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50	RFP 17-002	General		Can we perform the tasks related to the RFP outside the USA (like, from India or Canada?)	Certain tasks may be considered and approved for work outside the US and will be negotiated after contract award. If you would like us to consider this, please identify the tasks proposed for work outside the US, as well as the country the work will be accomplished, and attach or include this with your letter of Transmittal.
51	RFP 17-002	General		Can we submit the proposal via email?	Per RFP Section 4.4 - Delivery of Responses, email is the sole method for submitting a proposal for this project.
52	Exhibit C - Sample Contract	19.2.c. Insurance	38	(Vendor) is able to comply with the required limits in the professional liability E&O section. However, it is by stacking multiple policy types and therefore, a complicated solution. Would HBE consider reducing the professional liability requirements to \$2 million each occurrence and \$2 million in the aggregate so that we can rely on one policy?	Per RFP Section 3.15 - "Either party may propose additional Contract terms and conditions during negotiation of the final Contract". As stated in 4.5.1.9 - "Proposed language alternate to the attached Sample Contract must be included in the Vendor's Letter of Transmittal. The Vendor may not substitute their own contract for the HBE Contract." HBE will consider a vendor's alternate contract terms including, but not limited to, requests for changes in insurance requirements. Any changes to the requirements listed will be negotiated with the Apparent Successful Vendor as part of the contracting process.
53	Exhibit C - Sample Contract	19.2.d. Insurance	38	Can HBE elaborate on the reasons for the limits on the crime coverage as they are dramatically different than our existing customers, the limits suggested by our brokers, and the limits (Vendor) currently has in force?	Crime coverage, as with all insurance requirements and limits set by HBE, help mitigate risk. Per RFP Section 3.15 - "Either party may propose additional Contract terms and conditions during negotiation of the final Contract". As stated in 4.5.1.9 - "Proposed language alternate to the attached Sample Contract must be included in the Vendor's Letter of Transmittal. The Vendor may not substitute their own contract for the HBE Contract." HBE will consider a vendor's alternate contract terms including, but not limited to, requests for changes in insurance requirements. Any changes to the requirements listed will be negotiated with the Apparent Successful Vendor as part of the contracting process.

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54	Exhibit C - Sample Contract	General		(Vendor) has recommended changes to the contract. Will HBE consider changes to the standard contract?	Per RFP Section 3.15 - "Either party may propose additional Contract terms and conditions during negotiation of the final Contract". As stated in 4.5.1.9 - "Proposed language alternate to the attached Sample Contract must be included in the Vendor's Letter of Transmittal. The Vendor may not substitute their own contract for the HBE Contract." HBE will consider a vendor's alternate contract terms. Any changes to the requirements listed will be negotiated with the Apparent Successful Vendor as part of the contracting process.