

Washington Health Benefit Exchange  
(HBE)

Request for Information (RFI)

for

Document Scanning and Imaging Services

RFI 17-007

Issued: June 23, 2017

## 1 INTRODUCTION

The Washington Health Benefit Exchange (HBE) is an organized marketplace that helps consumers buy health insurance in a way that permits easy comparison of available plan options based on price, benefits, and quality.

To comply with the Patient Protection and Affordable Care Act and Medicaid and Washington Apple Health for Kids eligibility standards and policies, HBE must process paper applications and other documents within a limited time period. The intent of RFI is to gather information regarding systems that will provide HBE with the capability to scan, index, and archive these documents, as well as support the overall workflow of receiving and pre-indexing that is done by HBE personnel or contracted vendors.

## 2 RFI PURPOSE AND AUTHORITY

The Washington Health Benefit Exchange is initiating this Request for Information (RFI) for the following purposes:

- To identify qualified document scanning and imaging providers that may be interested in receiving future requests for bids or proposals.
- To obtain information on the various scanning and imaging options, services, and pricing available in the current market that will assist HBE with future requests for bids or proposals.

The Exchange issues this RFI in accordance with its authority under chapter 43.71 RCW, the statute that establishes a health benefit exchange for the State of Washington.

## 3 INSTRUCTIONS TO RECIPIENTS

Responses must be provided via email in a separate document, such as Adobe Acrobat or Microsoft Word, **no later than July 14, 2017 at 3:00 Pacific Time** to [contracts@wahbexchange.org](mailto:contracts@wahbexchange.org).

Section 4 provides an outline that will assist you in preparing your response, and speed up our review process. Responses to this RFI need not be lengthy.

After reviewing the responses, vendors may be selected for presentations to be given locally in the Olympia area, or via the web. Please include in your response how you would propose to do a presentation if you are selected.

Please submit any questions and all responses to the RFI Coordinator at the following email:

Erin Hamilton, CPPB  
Contracts Manager  
Washington Health Benefit Exchange  
[contracts@wahbexchange.org](mailto:contracts@wahbexchange.org)

## 4 RESPONSE OUTLINE

Following is a suggested outline for a response to this RFI. This outline is intended to minimize the effort of the vendor and structure the responses for ease of analysis by HBE. Nevertheless, vendors are free to develop their response as they see fit.

### Section 1 – Organization Description and Expertise

Briefly describe your company, your products and services, history, ownership, financial information, and other information you deem relevant. In particular, please describe any projects you have been involved in that are similar in concept to what is described in this RFI, including management and operations approach, and any relevant lessons learned.

### Section 2 – Responses to HBE Questions

Provide detailed answers to numbered questions listed in section 5 of this RFI. Please reference the area of functionality as well as the question number.

### Section 3 – Cost and Schedule Estimates

Using the template provided as Attachment A, please provide:

- Estimate for any start-up costs associated with implementing your company's services.
- Estimated per-page costs, based on current volumes of approximately 3000 documents per week.
- Estimate for any special handling fees to ship documents.
- Estimate for how long it would take your company to take over these services from the current vendor, if awarded a contract in the future.

### Section 4 – Additional Materials and Other Items We Should Consider

Please provide any other materials, suggestions, and discussion you would like HBE to consider.

## 5 AREAS OF INTEREST

This RFI is for an imaging/scanning/processing solution for the Washington Health Benefit Exchange (HBE). The solution must provide the capability to mass scan paper documents with pre-defined metadata elements into PDF format files after being sorted and pre-indexed. The current volume of documents is approximately 3,000 per week. Please provide detailed answers to the numbered questions listed below.

### A. Document Scanning

1. Provide an example workflow that illustrates how:
  - A document can be categorized based on the document type
  - Attributes such as document type, program, or identifiers are extracted from the document itself can be associated to the document
  - Multiple documents can be associated to a single client or application ID.

2. Explain how your solution can assign a processing status to each document and update that status automatically as the document moves through the processing stages (new/in-progress/completed), and notify a group of users via email of changes to document status? Please explain if the changes in status are configurable?
3. Describe the complexity of manipulating documents, such as: separating a document into multiple documents, combining multiple documents into a single document, and correcting low image quality.
4. Describe how documents are archived; whether retention periods are configurable and how archiving is integrated with the document processing workflow.

## **B. Searching**

1. Explain how users able to search, access, and view scanned documents via the web interface from various locations, either on or off the client's network?
2. Describe how document searches are conducted; are they based on pre-defined metadata or on data pulled from converted text in the documents?

## **C. Technical**

1. Verify if your system utilizes intelligent Optical Character Recognition (OCR) technology to recognize and extract data from fixed forms as well as free form documents?
2. Describe your system's ability to learn new metadata, and learn how to find it in documents (keys, patterns, etc.).
3. Confirm if your system can be configured to perform batch classification and batch data extraction?
4. Describe your solution's capacity to integrate with external systems, such as providing API's to external systems as well as the ability to leverage other system's APIs.

## **D. Security**

1. Describe how your solution will enable the Exchange to comply with the Health Insurance Portability and Accountability Act (HIPAA), and adhere to Personal Information Protection Laws
2. Confirm if you able to support reporting and tracking for the disposal of document hard copies within a configurable timeframe, such as 90 days.

## **E. Shipping**

1. Explain how your solution supports the prioritization and relocation of a subset of documents to pre-defined destinations if additional processing is needed.

## 6 OPTIONAL- INFORMATION EXCHANGE MEETINGS

HBE may, in its sole discretion, consider meeting individually with vendors for follow up information as HBE deems necessary. HBE will contact the vendors if it decides to engage in informational exchange meetings.

## 7 DISCLAIMERS

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. The issuance of this RFI and your preparation and submission of information do not commit HBE to any contractual relationship, directly or indirectly. HBE will not reimburse or make payment for any costs incurred in the preparation and submittal of your response. The representations made by the Vendor in their Responses will be considered material representations of fact upon which reliance shall be placed if HBE determines to enter into a subsequent procurement.

### Response Property of HBE

All materials submitted in response to this RFI become the property of HBE. HBE has the right to use any of the ideas presented in any such materials.

### Proprietary Information

Any information contained in the response that is proprietary or confidential must be clearly designated. ***Marking of the entire response as proprietary or confidential will neither be accepted nor honored.*** HBE will not accept responses where pricing is marked proprietary or confidential.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, HBE will maintain the confidentiality of Vendor's information marked "confidential" or "proprietary." If a request is made to view Vendor's proprietary information, WaTech will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, HBE will release the requested information on the date specified.

Attachment A  
Cost Estimate Worksheet

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**a. Estimated costs for Startup Phase:**

Please provide a complete cost for all startup activities including, but not limited to, the following:

- Detailed requirements / process design support;
- Vendor system configuration and setup;
- Integration and acceptance testing.

Startup Phase Costs	Cost Per Each
Detailed requirements / process design support	\$
System configuration and setup	\$
Integration and acceptance testing	\$
Other startup costs (List):	\$
Other startup costs (List):	\$
Other startup costs (List):	\$
<b>Total Startup Phase costs</b>	<b>\$</b>

*Add additional rows as needed*

**b. Estimated Per Page Rate(s):**

- i. The per unit rate shall be inclusive of all required services to transport, image, index, and destroy hard copies as required in the scope of services.
- ii. Should the vendor propose separate rates for items requiring special handling and delivery, please include each separate rate below.

Estimated Per Page Rate(s)	Cost Per Page
Per Page Rate 1: Document Queue Type (List)	\$
Per Page Rate 2: Document Queue Type (List)	\$

*Add additional rows as needed*

**c. Special Handling Fee(s) Estimate:**

The rate for additional processing required post imaging/scanning to package and ship paper scanned documents to pre-defined destinations within Washington State.

Special Handling Fee(s)	Cost Per Each
Shipping / Delivery Cost for a standard size file box of documents (approximately 15" x 12" x 10")	\$
Other Special Handling Fees (List)	

*Add additional rows as needed*

Attachment A  
Cost Estimate Worksheet

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**d. Service Start-Up Estimate:**

Estimate for how long it would take your company to take over these services from the current vendor.

Service Start Up	Per Week
Amount of time needed for startup/ "go-live" (time between contract execution and the start of services)	