

Request for Proposal HBE 15-005



Request for Proposal

Request for Proposal

Churn Data Analysis for Health Benefit Exchange

For

Washington Health Benefit Exchange

HBE 15-005

**Released by
Washington Health Benefit Exchange
810 Jefferson Street SE
P.O. Box 657
Olympia, Washington 98507**

RFP RELEASE DATE: August 10, 2015

RESPONSES DUE: August 25, 2015, 4:00 p.m. PST (**electronically received**)

TABLE OF CONTENTS

Contents

1	INTRODUCTION	4
1.1.	PURPOSE	4
1.2.	THE ANALYTIC QUESTIONS THAT THE EXCHANGE EXPECTS TO ANSWER WITH DATA:..	5
1.2.1.	WHO IS CHURNING? WHAT ARE THE BASIC DEMOGRAPHICS OF THOSE CHURNING?	5
1.2.2.	ARE TRIBAL MEMBERS CHURNING MORE THAN NON-TRIBAL MEMBERS?	5
1.2.3.	WHAT ARE THE KEY DRIVERS OF CHURN (I.E., INCOME, MARRIAGE, CHILD BIRTH)?...	5
1.2.4.	WHEN INDIVIDUALS CHURN BETWEEN PROGRAMS:	5
1.2.5.	WHEN INDIVIDUALS CHURN ONTO QHP COVERAGE:	5
1.2.6.	WHEN DOES CHURN OCCUR?	5
1.2.7.	CHURN PREVALENCE	5
1.3.	SCOPE OF WORK	5
1.4.	DELIVERABLES	6
1.5.	PERIOD OF PERFORMANCE	6
1.6.	COMPENSATION	6
1.7.	ACQUISITION AUTHORITY	6
2	SCHEDULE	7
2.1	RFP Schedule	7
3	INSTRUCTIONS TO VENDORS	8
3.1	COMMUNICATIONS THROUGH THE RFP COORDINATOR	8
3.2	VENDORS' QUESTIONS AND HBE ANSWERS	8
3.3	PROPRIETARY INFORMATION/PUBLIC DISCLOSURE	9
3.4	COSTS OF RESPONSE PREPARATION	9
3.5	RESPONSE PROPERTY OF THE HBE	9
3.6	WAIVER OF MINOR IRREGULARITIES	9
3.7	ERRORS IN RESPONSE	9
3.8	RFP AMENDMENTS	9
3.9	RIGHT TO CANCEL	9
3.10	RIGHT TO REJECT ALL RESPONSES	9
3.11	AUTHORITY TO BIND HBE	9
3.12	CONTRACT	9
4	RFP RESPONSE	11
4.1	RESPONSE CONTENTS	11
4.1.1	Letter of Transmittal (MANDATORY)	11

Request for Proposal HBE 15-005

- 4.1.2 Certifications and Assurances (MANDATORY)..... 11
- 4.1.3 Vendor’s Response to RFP HBE 15-005 (MANDATORY)..... 11
- 4.2 RESPONSE FORMAT (MANDATORY)..... 12
- 4.3 DELIVERY OF RESPONSES (MANDATORY)..... 12
- 4.4 Experience and Qualifications (Mandatory)..... 13
- 4.5 Vendor’s Proposed Analysis Approach 13
- 4.6 Experience and Qualifications: (Desirable scored) 13
- 4.7 Qualifications and Experience of Candidates (Mandatory scored) 13
- 4.8 Contract Costs and Hours (Mandatory scored) 14
 - 4.8.1 Vendor’s Hourly Rates 14
 - 4.8.2 Vendor’s Estimated Project Cost 14
- 5 EVALUATION AND SELECTION CRITERIA..... 15**
- 6 ADMINISTRATION..... 15**
 - 6.1 Communications Only Through the RFP Coordinator 15
 - 6.2 Optional Debriefing 15
 - 6.3 Protest Procedures 15
 - 6.4 Right to Cancel 15
 - 6.5 Proprietary Information 15
 - 6.6 Contractual Requirements 16
- APPENDIX A CERTIFICATIONS AND ASSURANCES 17**

1 INTRODUCTION

Title – Churn Analysis for Health Benefit Exchange

Washington Health Benefit Exchange (WAHBE) and the Health Care Authority (HCA) are pursuing a joint project to conduct a Churn Data Analysis for the WAHBE.

To accomplish this, the Washington Health Benefit Exchange (WAHBE or Exchange) is initiating this Request for Proposals (RFP) to secure services from qualified Vendors (hereafter called the Vendor) to perform certain data analysis related to churn as described in more detail below.

WAHBE will award one contract to the Vendor most capable of providing the Exchange data analysis services for a price equivalent to or under \$20,000. The Vendor that meets all RFP mandatory requirements and receives the highest score in the evaluation (Section 6) will be selected as an Apparently Successful Vendor (ASV). The successful Vendor may be required to perform a variety of WAHBE responsibilities, as defined in Statements of Work (SOW), throughout the term of the resulting Contract.

WAHBE Background

The Exchange is a health insurance marketplace where consumers may enroll in individual or small-employer group coverage through qualified health plans (QHPs). The Exchange is also the marketplace where newly eligible adults may enroll in Washington Apple Health (Medicaid) coverage. The Healthplanfinder system provides all consumers with online access to the Exchange's marketplace.

The Exchange completed its initial open enrollment period on March 31, 2014 by enrolling over 1 million individuals through Healthplanfinder. The enrollment includes roughly 150,000 subsidized or non-subsidized enrollees in qualified health plans (QHPs). About 300,000 individuals were enrolled in Washington Apple Health through an expanded Medicaid program for newly-eligible adults and another 150,000 individuals enrolled in Medicaid programs available before passage of the Patient Protection and Affordable Care Act (ACA). About 400,000 individuals renewed their Medicaid coverage in Washington Apple Health during the initial 6-month open enrollment period and Healthplanfinder operates year-around as the portal for monthly Medicaid renewals.

For further information on WAHBE, please use the following link: <http://wahbexchange.org/about-us/what-exchange/>

1.1. Purpose

HBE is seeking a Vendor experienced at data analysis related to churn.

The Exchange is a health insurance marketplace where consumers may enroll in individual or small-employer group coverage through Qualified Health Plans (QHPs). The Exchange is also the marketplace where newly eligible adults may enroll in Washington Apple Health (Medicaid) coverage. The Healthplanfinder system provides all consumers with online access to the Exchange's marketplace.

An individual's change in health coverage – between Medicaid, CHIP, QHP coverage, other insurance coverage, and un-insurance – is often referred to generically as “churning.” Most relevant to the WAHBE and HCA in this project is movement between Medicaid/CHIP and Exchange coverage (“Medicaid/CHIP-Exchange churn”). Medicaid/CHIP-Exchange churn is where an individual's health coverage changes from Medicaid/CHIP coverage to QHP coverage, or from QHP coverage to Medicaid/CHIP.

Individuals experiencing changes in eligibility will experience a transition between these types of coverage. Such eligibility changes occur for many reasons – program drop-out, obtaining other insurance, and changes in life circumstances (i.e., fluctuating income, changes in household size, pregnancy, turning 19 years old, etc.). Fluctuation of income or changes in life

circumstances can have a significant effect on those insured through the Exchange in either QHP or Medicaid coverage.

WAHBE and HCA are committed to working together to further study our existing data to help better understand the churn population, the reasons for churn, and the prevalence of churn. To date, there is not a clear understanding of the characteristics of people who have both QHPs and Medicaid throughout the year. As Washingtonians settle into their ACA-based coverage, there needs to be a greater understanding of the reasons for the movement between the two types of coverage.

As a result, the Washington Health Benefit Exchange and the Health Care Authority are pursuing a joint project to better understand the demographics, behaviors, and challenges that this population faces.

1.2. The analytic questions that the Exchange expects to answer with data:

- 1.2.1. Who is churning? What are the basic demographics of those churning?
 - 1.2.1.1. Do certain demographics churn more often (i.e., incomes, ages, urban vs. rural, race/ethnicity, tribal members, sponsored members, immigrants and those meeting the 5-year bar, etc.)?
 - 1.2.1.2. Are more mixed households seeing churn vs. straight QHP/Medicaid churn?
- 1.2.2. Are Tribal members churning more than non-Tribal members?
- 1.2.3. What are the key drivers of churn (i.e., income, marriage, child birth)?
- 1.2.4. When individuals churn between programs:
 - 1.2.4.1. Are they staying with the same issuer or are they choosing a different issuer?
- 1.2.5. When individuals churn onto QHP coverage:
 - 1.2.5.1. What is the average APTC received and at what FPL are these individuals coming onto QHPs? Are they eligible for cost-sharing reduction subsidies?
 - 1.2.5.2. What metal level plan are they selecting?
 - 1.2.5.3. Are consumers churning to QHPs making premium payments? Are they making only the initial payment, or continuing to make payments? Are they more likely to enter into grace periods?
- 1.2.6. When does churn occur?
 - 1.2.6.1. Is churning more likely during certain times of the year (i.e., seasonally, around Open Enrollment, at renewals (both QHP and WAH))?
- 1.2.7. Churn Prevalence
 - 1.2.7.1. How prevalent is churning within the population? How often are individuals churning during the year (single churn vs. multiple churn)?

1.3. Scope of Work

Under the initial SOW, the Vendor will provide services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below:

1. Coordinate with HBE/HCA staff to acquire data for analysis.

2. Work with HBE and HCA data analysts to understand needed data
3. Conduct data analysis and interpretation specific to churn populations.
4. Provide a final written analysis summarizing the results.

1.4. Deliverables

A preliminary summary must be provided to WAHBE within one month of receiving the data file. A teleconference may be held with WAHBE to discuss the results of the data analysis and resolve any concerns prior to delivery of the final report. A draft of the final written report must be provided no later than September 1, 2015 to allow for WAHBE to review and provide comment. A final written report incorporating comments must be provided no later than October 1, 2015.

1.5. Period of Performance

The initial period of performance of the Contract resulting from this RFP is tentatively scheduled to begin on or about September, 2015 and end on December 31, 2015.

1.6. Compensation

The engagement costs shall be based upon time and materials with a not-to-exceed aggregate Contract value of \$20,000 through November 1, 2015.

1.7. Acquisition Authority

The Washington Health Benefit Exchange issues this Request for Proposal acting under the authority pursuant to CH. 43.71 RCW. CH. 43.71 RCW is the statute that establishes the Exchange and the Exchange Board.

2 **SCHEDULE**

2.1 ***RFP Schedule***

This RFP is being issued under the following Schedule. Required Response deadlines are mandatory and non-negotiable. Failure to meet any of the required deadlines (dates and times) will result in disqualification from participation. The schedule outlines the process for important action dates and times. .WAHBE reserves the right to revise this schedule at any time.

Item	Action	Date
1	WAHBE issues RFP	August 10, 2015
2	Vendors may submit written questions until 3:00 p.m.	August 14, 2015
3	WAHBE will issue responses in an Addendum by 3:00pm	August 19, 2015
4	Vendors must submit Responses to RFP by 4:00 p.m.	August 25, 2015
5	WAHBE evaluation of Responses	August 26-28, 2015
7	WAHBE notifies Apparent Successful Vendors (ASV) and begins contract negotiations. Non-ASV's may request a debriefing	August 31, 2015
8	Vendor Optional Debriefings	September 1-3, 2015
9	Contract Execution	September /2015

3 Instructions to Vendors

3.1 COMMUNICATIONS THROUGH THE RFP COORDINATOR

Coordinator: John Flanagan

Responses Due: August 25, 2015, 4:00 p.m. PST (**electronically received**)

Delivery Method: E-mailed to contracts@WAHBExchange.org

Please provide the response in unrestricted Microsoft Word or Excel software. The email should clearly indicate the response is for RFP HBE15-005

E-mail is to be used for all communications required in this RFP. HBE may also communicate with the Vendor utilizing the same methods. HBE will also post any formal communications to WEBS.

3.2 VENDORS' QUESTIONS AND HBE ANSWERS

Vendor questions regarding this RFP will be accepted until the dates and times specified in RFP Section 2.1: *RFP Schedule*. Early submission of questions is encouraged. Vendor questions must be submitted in writing via e-mail to the RFP Coordinator at the email address listed below.

John Flanagan
Washington Health Benefit Exchange
HBE Contracts Office
RE: HBE14-005
Email: contracts@WAHBExchange.org

HBE's official written answers to the Vendor's questions will be posted to Washington Electronic Business Solution (WEBS) website at <https://fortress.wa.gov/ga/webs/> Please check WEBS regularly for updates, amendments and other RFP addenda.

The Vendor that submitted the questions will not be identified. Verbal responses to questions will be non-binding on the HBE. Only written responses posted to WEBS and the HBE's Procurement Web Site will be considered official and binding.

Vendors are requested to use the following format when submitting their written questions:

Question #	Document Name	Section # and Title	Page or Paragraph#	Question

3.3 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

The HBE is subject to Washington State’s Public Records Act (Chapter 42.56 RCW).

Any information contained in the response that is proprietary must be clearly designated. Marking of the entire response as proprietary will neither be accepted nor honored. The Exchange will not accept responses where pricing is marked proprietary. If a request is made to view a vendor's response, the Exchange will comply according to the Open Public Records Act.

3.4 COSTS OF RESPONSE PREPARATION

HBE will not pay any Vendor costs associated with preparing or presenting any Response in response to this RFP.

3.5 RESPONSE PROPERTY OF THE HBE

All materials submitted in response to this solicitation become the property of the HBE, unless received after the deadline in which case the Response is returned to the sender. The HBE has the right to use any of the ideas presented in any material offered. Selection or rejection of a Response does not affect this right.

3.6 WAIVER OF MINOR IRREGULARITIES

Read all instructions carefully. If the Vendor does not comply with any part of this RFP, HBE may, at its sole option, reject the Vendor’s Response as non-responsive. HBE reserves the right to waive minor irregularities contained in any Response.

3.7 ERRORS IN RESPONSE

Vendors are liable for all errors or omissions contained in their Responses. Vendors will not be allowed to alter Response documents after the deadline for Response submission. The HBE reserves the right to contact Vendor for clarification of Response contents. HBE reserves the right to correct minor obvious error contained in any Response.

In those cases where it is unclear to what extent a requirement or price has been addressed, the evaluation team(s) may, acting through the RFP Coordinator, contact a Vendor to clarify specific points. However, under no circumstances will the responding Vendor be allowed to make changes to Responses

3.8 RFP AMENDMENTS

HBE reserves the right to amend this RFP. Amendments and all communications regarding this RFP will be posted to the Washington Electronic Business Solution (WEBS) website at <https://fortress.wa.gov/ga/webs/>

3.9 RIGHT TO CANCEL

With respect to all or part of this RFP, the HBE reserves the right to cancel or reissue at any time without obligation or liability.

3.10 RIGHT TO REJECT ALL RESPONSES

HBE may, at any time and at its sole discretion and without penalty, reject any and all Responses and issue no contract as a result of this RFP.

3.11 AUTHORITY TO BIND HBE

The HBE Chief Executive Officer and the HBE Chief Executive Officer’s designees are the only persons who may legally commit HBE to any contracts. The Vendor shall not incur, and HBE shall not pay, any costs incurred before a Contract is fully executed.

3.12 CONTRACT

HBE will award one Contract to the Vendor most capable of providing professional personnel with the experience and expertise required. The Apparently Successful Vendor will be expected to sign a Contract which is substantially the same as the Contract included in this RFP as Exhibit C. The Contract will also incorporate this RFP and the Vendor's Response.

Either party may propose additional Contract terms and conditions during negotiation of the final Contract. 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.

If the Apparently Successful Vendor(s) refuses to sign the final Contract within ten (10) calendar days of delivery, HBE may revoke the award and award the Contract to the next-highest-ranked Vendor(s), or not make an alternate award.

4 RFP Response

4.1 RESPONSE CONTENTS

Responses should contain, in the order given:

4.1.1 Letter of Transmittal (MANDATORY)

A Letter of Transmittal on Vendor letterhead and signed by an individual authorized to commit the Vendor to the services and requirements as stated in this RFP. The Letter of Transmittal must be submitted as a separate document and include, in the order given:

4.1.1.1 Identifying information about the Vendor to include the following:

- a. The Vendor's business name, address, telephone number, email address and fax number (if any)
- b. The legal status of the bidding entity (sole proprietorship, partnership, corporation, etc.)
- c. The name of the person who will have primary contact with HBE in carrying out the responsibilities of this Contract.
- d. The name and address of the entity that receives legal notices for the Vendor.

4.1.1.2 If Response is being submitted in partnership with one or more entities, identify the entities and their primary responsibilities if selected as the Apparently Successful Vendor.

4.1.1.3 The Vendor's Washington Uniform Business Identification (UBI) number.

4.1.1.4 State Vendor's Federal Employer Tax Identification Number.

4.1.1.5 Conflict of Interest information:

- a. If any of the Vendor's employees or officers or subcontractors employees or officers were employed by HBE or the state of Washington during the last two years, state their positions within the organization and their proposed duties under a resulting Contract.
- b. If any key officer or key employee of the Vendor is related by blood or marriage to any employee of HBE or has a close personal relationship to same, identify all the parties.
- c. If the Vendor is aware of any other real or potential conflict of interest, the Vendor must fully disclose the nature and circumstances of such potential conflict of interest.

4.1.1.6 Vendors must indicate whether they have had a contract terminated for default in the last five years.

4.1.1.7 The page numbers and names of any Response elements being claimed as "Proprietary" or "Confidential" (see Section 3.3). Include an explanation for each claim of confidentiality.

4.1.1.8 Any alternate contract language the Vendor wishes to propose (see section 3.12).

4.1.1.9 A detailed list of all materials and enclosures being sent in the Response.

4.1.2 Certifications and Assurances (MANDATORY)

Certifications and Assurances (Exhibit A) signed by a person authorized to bind the Vendor to a contract.

4.1.3 Vendor's Response to RFP HBE 15-005 (MANDATORY)

4.2 RESPONSE FORMAT (MANDATORY)

- a. The Letter of Transmittal and responses are to be submitted via email in unrestricted Word, Excel or "Pdf" format.
- b. State responding organization's name on the first page of all RFP responses.
- c. Responses cannot exceed 20 pages in length (resumes and samples of previous work are not included in the page limit).
- d. Pages are to be formatted as standard 8.5" x 11" white paper. Font size can be no less than 11 point. Margins can be no less than 1 inch. Each page must be numbered.
- e. Figures and tables must be numbered and referenced in the text of the Response by that number. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible.
- f. The Response, as well as any reference materials presented by Vendor, must be written in English and Vendor must provide all rates in United States dollars.
- g. Write the RFP response in the order given in Exhibit B. Title and number each item in the same way it appears instructions. The Vendor must respond to every element, except where otherwise stated.
- h. Some elements may have page limitations that will be enforced.

4.3 DELIVERY OF RESPONSES (MANDATORY)

Email Response(s) to:

RFP Coordinator
John Flanagan
Washington Health Benefit Exchange
HBE Contracts Office
RE: HBE15-005
Email: contracts@WAHBExchange.org

The Response must arrive at the HBE, to the RFP Coordinator, no later than 3:00pm, PST, on the Response Due Date stated in the RFP SCHEDULE.

Late Responses will not be accepted and will automatically be disqualified from further consideration.

HBE does not take responsibility for any problems in the email delivery services. The responding Vendor is responsible for ensuring delivery in accordance with the specifications in this RFP. Transmission of the Response to any other email address is not equivalent to receipt by HBE.

4.4 Experience and Qualifications (Mandatory)

Candidates must have the following experience:

- a. A minimum of five (5) years' experience providing quantitative data analysis and producing analytical reports.
- b. A minimum of two (2) years' experience providing similar analysis services on government project(s).

4.5 Vendor's Proposed Analysis Approach

The Vendor is to provide a proposed Analysis Approach for collecting and analyzing HBE and HCA data in order to address the "analytic questions" identified in RFP Section 1.2. This Analysis Approach should be presented in the form of a high-level work plan, and is to include the basic steps the Vendor would take to collect, organize and analyze the data, formulate an analysis approach, and produce a final report. The Vendor's proposed analysis is to address the questions in sections 1.2.1—1.2.7.

In the response to this section, the Vendor should assume that work will begin September, 2015 and conclude by November 1, 2015. Evaluation of this section will be based upon:

- The Vendor's proposed approach to conducting the analysis such that the Exchange's Analytic questions in Sections 1.2.1 through 1.2.7 are best answered
- The use of statistical methods or other expertise to develop a proposed Analysis Approach
- Clarity and feasibility of the proposed work plan: the effective and efficient use of time and resources to formulate valid results by the due date.
- Any imaginative or innovative methods proposed for performing the services that will generate the most useful set of answers to Section 1.2.
- A brief overview of the proposed final report

The Vendor's response to this section may be no more than four pages.

4.6 Experience and Qualifications: (Desirable scored)

In addition to having the qualifications identified in section 2;

- a. Familiarity with the operation of Washington State Government
- b. Experience providing Consulting Services for enterprise type initiatives.
- c. Knowledge and experience with state health care or Medicaid systems.
- d. Experience with data analytics and data reconciliation
- e. Knowledge of Washington State legislative process.
- f. Experience with federal government contracting, program oversight, performance monitoring and interpretation of federal guidelines, rules and regulations

4.7 Qualifications and Experience of Candidates (Mandatory scored)

Resume (three pages or less), which includes information on skill sets and experience.

- Name, Title*
- Education, Degrees, Certificates.*
- Description of specific or unique skills*

The Resume should provide a non-technical summary of the Vendor's overall background and experience as it relates to providing services specified herein.

This narrative should demonstrate proven ability to analyze external data and produce analytical reports.

- Experience: Describe the individual's past experience with emphasis on consulting which may relate to the WAHBE analysis project.*
 Include a list of contracts the Vendor has had during the last five years that relate to the Vendor's ability to provide the services similar to those required under this RFP. Briefly describe no more than two of these Projects, preferably in Washington State, and for a Washington governmental agency
- Two References; preferably with those Vendors listed above under "Experience", with contact information and a brief description of the type of analysis service provided. By submission of the resumes' the Vendor grants permission to WAHBE to contact the references and others who may have pertinent information.*
- Sample of previous work on one of the projects listed in the "Experience" section. *Could include a final report or presentation, as well as data analysis from the project.*

4.8 Contract Costs and Hours (Mandatory scored)

Vendor is to propose at minimum one Expert experienced candidate. The Vendor should list the hourly rate of each candidate proposed who may provide services under the contract.

Response should use the same format as shown in the two tables below. Compensation will be based on the hourly rate(s) for work actually performed, for a price equivalent to or under \$20,000. The Vendor is to include in its hourly rate all costs that it would charge, including administrative and any non-labor expenses necessary to accomplish the tasks and to produce the services and deliverables.

4.8.1 Vendor's Hourly Rates

Hourly Rate Quotation		
Job Title	Level	Hourly Rate
		\$

4.8.2 Vendor's Estimated Project Cost

Deliverable	Estimated Hours	Estimated Deliverable Date	Estimated Cost
Coordinate with HBE/HCA staff to acquire data for analysis			
Conduct data analysis and interpretation specific to churn populations.			

Provide a final written analysis summarizing the results.			
Vendor's Estimated Total Cost			

5 EVALUATION AND SELECTION CRITERIA

WAHBE will evaluate Vendor responses. References may be contacted for the top scoring Vendor only. WAHBE reserves the right to check all references. WAHBE will assign points based upon the Experience and Qualifications and the Vendor's response to Section 4.

The Cost will be scored based upon the proposed hourly rate, with the lowest hourly rates receiving the highest cost score. WAHBE may select the ASV based on these scores.

WAHBE, at its sole discretion, may select the top scoring finalist(s) for an in-person oral presentation. Evaluators will independently score the oral presentations(s), if any, and reach a consensus score. This would be the final determination of contract award.

SCORE	
REQUIREMENTS/CRITERIA	
4.4 Mandatory Requirements	<i>Pass/Fail</i>
	WEIGHT ASSIGNED
4.5 Vendor's Proposed Analysis Approach	30
4.6 Experience and Qualifications: (Desirable scored)	20
4.7 Qualifications/experience of Candidate(s) (Resumes)	30
4.8.1 Cost/Hourly Rate	5
4.8.2 Cost/Project Estimate	15
TOTAL	100

6 ADMINISTRATION

6.1 Communications Only Through the RFP Coordinator

Unauthorized contact regarding this solicitation with any other Exchange employee regarding the solicitation may result in disqualification.

6.2 Optional Debriefing

Vendors who submit a response will be given the opportunity for a telephone debriefing conference, if requested. The request must be made in writing (email acceptable) and received by the RFP Coordinator within two business days after notification of the Apparent Successful Vendor. A debriefing will be scheduled within two business days of the request.

6.3 Protest Procedures

A copy of the Exchange's Protest Procedures will be provided upon request.

6.4 Right to Cancel

The Exchange reserves the right to cancel this RFP at any time, reject any and all responses received, or not to execute a Contract from this RFP without penalty. The release of this RFP does not obligate the Exchange to contract for the services specified in this RFP. The Exchange shall not be liable for any costs incurred by a Vendor in preparation of a proposal submitted in response to this RFP, or any activity related to responding to this RFP.

6.5 Proprietary Information

Any information contained in the response that is proprietary must be clearly designated. Marking of the entire response as proprietary will neither be accepted nor honored. The Exchange will not accept responses where pricing is marked proprietary. If a request is made to view a vendor's response, the Exchange will comply according to the Open Public Records Act.

6.6 Contractual Requirements

To be responsive, vendors must indicate a willingness to enter into a Contract subject to the WAHBE standard terms and conditions (copies available upon request), by signing the Certifications and Assurances, Appendix A.

APPENDIX A

APPENDIX A CERTIFICATIONS AND ASSURANCES

Issued by the Washington Health Benefit Exchange

We make the following certifications and assurances as a required element of the Response, to which it is attached, affirming the truthfulness of the facts declared here and acknowledging that the continuing compliance with these statements and all requirements of the RFP are conditions precedent to the award or continuation of the resulting Contract.

The prices in this Response have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offer or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered. The prices in this Response have not been and will not be knowingly disclosed by the offer, directly or indirectly, to any other offer or competitor before Contract award unless otherwise required by law. No attempt has been made or will be made by the offer to induce any other concern to submit or not to submit an offer for the purpose of restricting competition. However, we may freely join with other persons or organizations for the purpose of presenting a single proposal or bid.

The attached Response is a firm offer for a period of 120 days following the Response Due Date specified in the RFP, and it may be accepted by WAHBE without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 120-day period. In the case of protest, your Response will remain valid for 180 days or until the protest is resolved, whichever is later.

In preparing this Response, we have not been assisted by any current or former employee of the Health Benefit Exchange or the state of Washington whose duties relate (or did relate) to the WAHBE's solicitation, or prospective Contract, and who was assisting in other than his or her official, public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of this Response. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)

We understand that the WAHBE will not reimburse us for any costs incurred in the preparation of this Response. All Responses become the property of the WAHBE, and we claim no proprietary right to the ideas, writings, items or samples unless so stated in the Response. Submission of the attached Response constitutes an acceptance of the evaluation criteria and an agreement to abide by the procedures and all other administrative requirements described in the solicitation document.

We understand that any Contract awarded, as a result of this Response will incorporate all the solicitation requirements. Submission of a Response and execution of this Certifications and Assurances document certify our willingness to comply with the Contract terms and conditions appearing in Appendix C, or substantially similar terms, if selected as a contractor. It is further understood that our standard contract will not be considered as a replacement for the terms and conditions appearing in Appendix B of this RFQQ.

We (circle one) **are** / **are not** submitting proposed Contract exceptions (see Section 4: *Contract Requirements*).

Vendor Signature

Vendor Company Name

Title

Date