



## Consumer and Small Business Shopping, System of Record, and Enrollment Decision Support Tools for MNsure: Responses to Responder Questions- RFP Process and General Requirements

June 28, 2017

Question	MNsurance Response
Does this RFP appear on the Minnesota SWIFT Supplier Portal? If so, what is the RFP reference number?	No, the RFP has not been published on the Minnesota SWIFT Supplier Portal.
When is the time period (estimated start and end dates) that MNsure will require access to a functional evaluation system?	MNsurance will require access throughout the entire evaluation period.
Please elaborate and clarify what is meant by three cost proposals for each solution.	RFP requires Responders to include one copy of the cost proposal submission with each Solution response. Each solution will be scored separately taking into account cost savings if more than one proposal is selected from a single vendor. Any available cost savings should be clearly identified and included in the cost proposal for the applicable Solution. See RFP Addendum #1 for updates to RFP document.
For the purpose of developing cost proposals, will MNsure work scope for the 'Option Years' (2-5) possibly include additional software development/implementation and other services, or only ongoing operation and maintenance of the system? If so, should response include rates for custom development services?	Responder should include any costs that are relevant and responsive to the terms and instructions of the RFP. If additional, optional costs, are included, indicate so in the cost proposal.
This paragraph specifies one cost proposal separate from technical proposals. Section 8 on page 6 references potential of multiple cost proposals for each technical solution proposed. Please clarify.	RFP requires Responders to include one copy of the cost proposal submission with each Solution response. Each solution will be scored separately taking into account cost savings if more than one proposal is selected from a single vendor. Any available cost savings should be clearly identified and included in the cost proposal for the applicable Solution. See RFP Addendum #1 for updates to RFP document.

Question	MNsure Response
The current Commissioner's Plan expires June 30, 2017. Are travel reimbursement rules and/or amounts expected to change with the publication of the new Commissioner's Plan?	Not at this time.
Will MNsure make office space and conference space available for periodic onsite visits?	Requests of this type will be reviewed on a case-by-case basis.
Will MNsure consider proposals that are responsive to portions of, but not an entire RFP Solution? Will MNsure consider award different portions of a single RFP Solution to different vendors? For example, under Solution 1 if we propose to provide a Consumer Shopping environment and/or Decision Support tools (plan comparison w/ out of pocket estimates, provider data, formulary data) but not provide an Enrollment System of Record or 1095-A Notices and Federal Reporting, will MNsure consider our proposal?	No, MNsure will not award different portions of a single RFP solution to different vendors. Unless otherwise marked as "Preferred," all deliverables and technical requirements included in each Solution summary are considered requirements and should be addressed within the proposal submitted. Responders may partner with other entities to submit a proposal that meets the RFP requirements.
Would a vendor submitting a response to multiple RFP sections be given a preferential evaluation?	No, see RFP Addendum #1 for updates to the RFP.
Is it possible that an award to a single vendor for all three RFP sections could be considered a conflict of interest, i.e. the vendor implementing IT solutions would also be providing "program oversight"?	Any considerations regarding conflict of interest will be evaluated on a case-by-case basis. Responders must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. See pages 8 and 9 of the RFP for additional information on conflict of interest and organizational conflicts of interest.
Can you elaborate on any expectations MNsure may have regarding onsite presence of Program Management and Oversight team members?	MNsure expects the program manager to be onsite 50% of the time, but MNsure is flexible on the working arrangements of staff.

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<p>Can you elaborate on any expectations MNsure may have regarding specific experience, skills and certifications that some or all Program Management and Oversight team members must possess?</p>	<p>MNsure expects the lead program manager to have PMP® or PgmP® certification from the Project Management Institute (PMI), a minimum of five years' experience managing large programs, and a minimum of ten years of combined experience in project and program management. The remainder of the program management and oversight team must possess sufficient skills and experience to meet deliverables as described, with project or program management certification preferred</p>
<p>Based on your approach of 3 solution offerings, MNsure could have as many as 3 individual vendors selected to provide winning solutions. Will you therefore simply score each of the 3 offerings independently and award or will you consider a single vendor to have the opportunity to provide saving for an inclusive offering?</p>	<p>Each solution will be scored separately taking into account cost savings if more than one proposal is selected from a single vendor. Any available cost savings should be clearly identified and included in the cost proposal for the applicable Solution.</p>
<p>Since evaluation is set to begin immediately following submission deadline, can finalist vendors expect on-site demonstration to occur beginning that date as well?</p>	<p>MNsure may short list Responders who have received highest scores to interview, or conduct demonstrations/presentations. The timeline for any possible demonstrations has not been confirmed at this time.</p>
<p>When would be the earliest date that MNsure would like to have access to exchange environments for self-directed evaluation?</p>	<p>As stated in the RFP at page 5, section 5: Responder must provide MNsure access to a functional version of the proposed Solution to allow MNsure to conduct a hands-on review of consumer experience and technical functionality. The review must occur on a version of the Solution that allows for interactive use by the evaluation team, including user-generated data. Submission of only video demonstrations, static screenshots or PowerPoint presentations will be considered nonresponsive to the RFP. Additionally, failure to provide the access to such a Solution described herein will eliminate Responder from consideration.</p>

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<p>How should we present Cost Proposals in terms of the total number of Cost Proposals?  Please elaborate on the example given in the RFP as it contradicts the following example where FOUR cost proposals are possible per solution, not THREE: 1, 1-2, 1-3, and 1-2-3.  And if submitting three proposals, SEVEN total combinations (Cost Proposals) are possible: 1, 1-2, 1-3, 1-2-3, 2, 2-3, and 3. However, the example provided in the RFP seems to indicate that NINE combinations (Cost Proposals) are appropriate (3 x 3 = 9), not SEVEN.</p>	<p>See RFP Addendum #1 for updates to the RFP.</p>
<p>Are resource names expected to be included in the Organizational Chart? Or are only structure, roles, and responsibilities required?</p>	<p>An organization chart identifying the proposed team structure, roles and responsibilities is required. Responder does not need to include resource names.</p>
<p>Our company is enthusiastic about presenting the best solutions possible. However, we would appreciate more time to present solutions that best address the requirements. Will MNsure consider extending the due date two weeks?</p>	<p>The end date is being extended as a result of MNsure adding a second question and answer period. See RFP Addendum #1 for updates to the RFP timeline.</p>
<p>Is the need for demonstrations/presentations to be determined? In other words, may MNsure elect to make a final evaluation recommendation based solely on the scored hard copy proposals?</p>	<p>MNsure reserves the right to request demonstrations/presentations, but is not required to do so. MNsure may short list Responders who have received highest scores to interview, or conduct demonstrations/presentations.</p>
<p>According to what timeline will MNsure schedule interviews or presentations? What date ranges should vendors expect to participate in interviews, demonstrations, and/or presentations?</p>	<p>The timeline for any possible interviews or presentations has not been confirmed at this time.</p>

Question	MNsure Response
In terms of score, how many points will be attributed to interviews, demonstrations, and/or presentations?	No points are attributed in the RFP. MNsure has an established process for reviewing all proposals, including the cost proposals. The process was determined in advance of the publication of the RFP and will be followed as described in the RFP document.
Is third party enrollment included in Cúram for SHOP?	Cúram has no SHOP functionality
Based on your approach of 3 solution offerings, MNsure could have as many as 3 individual vendors selected to provide winning solutions. Will you therefore simply score each of the 3 offerings independently and award or will you consider a single vendor to have the opportunity to provide saving for an inclusive offering?	Interested Responders are encouraged to submit responses to one, two or each of the 3 solutions sought. Each Solution will be scored separately taking into account cost savings if more than one proposal is selected from a single vendor. Any available cost savings should be clearly identified and included in the cost proposal for the applicable Solution.
Since evaluation is set to begin immediately following submission deadline, can finalist vendors expect on-site demonstration to occur beginning that date as well?	MNsure may short list Responders who have received highest scores to interview, or conduct demonstrations/presentations. The timeline for any possible demonstrations cannot be verified at this time.
When would be the earliest date that MNsure would like to have access to exchange environments for self-directed evaluation?	As stated in the RFP at page 5, section 5: Responder must provide MNsure access to a functional version of the proposed Solution to allow MNsure to conduct a hands-on review of consumer experience and technical functionality. The review must occur on a version of the Solution that allows for interactive use by the evaluation team, including user-generated data. Submission of only video demonstrations, static screenshots or PowerPoint presentations will be considered nonresponsive to the RFP. Additionally, failure to provide the access to such a Solution described herein will eliminate Responder from consideration.
Recognizing that some of your DDI vendors have evolved since 2013, can you please describe your existing eco-system of current vendors and how they support the operations of your exchange?	This information is not needed to respond to the RFP.

Question	MNsure Response
<p>Please describe your process today to process a change request in your system. Specifically, does your internal PMO organization issue or create the change request or do you contract with an external systems integrator? Who is that change request directed to?</p>	<p>MNIT business analysis staff within the METS IT Program structure typically create change requests and they are routed within the IT program to a project, the defect management team, or to the backlog.</p>
<p>In the SHOP section of this response, you have asked the responder to take on the call-center. Is it correct to say that currently this is a function you own? If yes, can you please elaborate on how many personnel you have today to field calls currently both during the SEP and OEP period?</p>	<p>Yes, MNsure currently provides call center functions for SHOP. The personnel fielding calls varies based on volume.</p>
<p>In this RFP, you have indicated that Responders may decide if they wish to provide call center services for SHOP. As you know, call center services are a material part of the costs of operating an exchange. In the interests of clarity and fairness, can you please help Responders understand if you will score two proposals (one of which provides call center) and another (that does not) as though they are like? If not, how will you adjust for this?</p>	<p>MNsure has an established process for reviewing all proposals, including the cost proposals. The process was determined in advance of the publication of the RFP and will be followed as described in the RFP document.</p>
<p>You have indicated that Responders assume a five year total cost. From a scoring perspective for budget, which of the following metrics should Responders be focused on (i) the total 5 year costs, including all DDI and M&amp;O (ii) DDI (iii) M&amp;O only or (iv) total costs over some other period.</p>	<p>Responders should include the total cost to MNsure for a five-year engagement for each Solution response.</p>

Question	MNsure Response
<p>In this RFP, you have indicated that Responders may decide if they wish to provide hosting services or not. But as you know, hosting services are a material part of the costs of running an exchange. In the interests of clarity and fairness, can you please help Responders understand if you will score two proposals (one of which provides hosting) and another (that does not) as though they are like? If not, how will you adjust for this?</p>	<p>MNsure has an established process for reviewing all proposals, including the cost proposals. The process was determined in advance of the publication of the RFP and will be followed as described in the RFP document.</p>
<p>When you conducted an RFI a year ago for a similar scope of services, some Responders noted a desire to provide you open source software, shared from another state. But unless such open source comes with implementation services/DDI and with a contractual guarantee of M&amp;O support and commitment to SLAs as part of the Responder's response, it does not provide the same basket of goods and services that a different Responder who is providing such services provides. How will you adjust for this in your scoring mechanism of costs?</p>	<p>MNsure has an established process for reviewing all proposals, including the cost proposals. The process was determined in advance of the publication of the RFP and will be followed as described in the RFP document.</p>