



STATE OF WASHINGTON
HEALTH CARE AUTHORITY

626 8th Avenue • P.O. Box 42702 • Olympia, Washington 98504-2702

November 30, 2018

TO: Potential Bidders

FROM: RFI Coordinator

SUBJECT: RFI 3211 - Hosted Portal and Other Tools (for SEBB Open Enrollment)

The purpose of Amendment One (1) to RFI 3211 is as follows:

- Provide HCA's responses to submitted questions.

Please note:

- All communication regarding this RFI must be directed to the RFI Coordinator at contracts@hca.wa.gov. All other communication will be considered unofficial and non-binding on HCA. Communication directed to parties other than the RFI Coordinator may result in disqualification of the potential Bidder.
- Responses to the RFI are due **December 5, 2018 by 3 p.m. PT.**

Thank you,

Ellen Wolfhagen
RFI Coordinator
contracts@hca.wa.gov

Amendment # 1

RFI # 3211 - Hosted Portal and Other Tools (for SEBB Open Enrollment)

| # | Section | Bidder Questions | HCA Answers |
|----|---------|--|---|
| 1 | N/A | Is the government intending to procure a COTS solution for this, or is the government open to a custom-built solution? | HCA would be open to either a COTS solution or a custom-built solution, so long as the product and time requirements are met. |
| 2 | 2.1 | Is the winning vendor expected to provide a solution for all three products listed on page 4 of the RFI? | No, HCA would like to hear from vendors who can supply any (or all) of the products described. |
| 3 | 2 | Can companies from outside USA apply for this (e.g., India or Canada)? | While there is no requirement that companies be located in the USA, there is a requirement that the winning Bidder of any eventual RFP be registered to do business and pay taxes within Washington State. |
| 4 | 2 | Will there be a need for in-person meetings? | Yes, there will likely need to be at least 2 in-person meetings (a demonstration of the proposed solution(s) and a kick-off meeting to initiate the project). |
| 5 | 2 | Can tasks (related to the RFP) be performed outside USA (like India or Canada)? | While some tasks might be performed outside the USA, the timeliness of responses to platform issues is crucial to its success and therefore a priority. |
| 6 | 4.3 | Can we submit the proposals via email? | Yes, please see Section 4.3 Response Format. |
| 7 | 2.1 | Does HCA desire separate solutions for the three products? (see #2 above) | HCA would like to hear from vendors who can supply any (or all) of the products described. |
| 8 | 2.1 | If so, would they be procured separately? | Depending on the outcome of the RFI, it is possible that one or more RFPs would result. |
| 9 | N/A | Does HCA have funding allocated for this effort? | There may be funds within the current fiscal year to begin the requested work. A more targeted Decision Package for funding has been requested for the upcoming 2019-2021 biennium. Funding of this request will not be finalized until the end of the 2019 legislative session, and any awarded contract(s) will be contingent on legislative funding. |
| 10 | N/A | If so, what source and which fiscal year? | See question 9 above. |
| 11 | N/A | Who is the internal project manager/technical contact for this effort? | Personnel have not been identified yet for this effort. |

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| 12 | 2.1 | When does HCA desire each solution to be implemented? | The solution(s) must be implemented by August 1, 2019, which is when train-the-trainer exercises will take place. Further refinements to the solution(s) can continue until Open Enrollment for the SEBB population, which begins on October 1, 2019. |
| 13 | N/A | Does HCA already have any contracted vendors for an online benefits information/decision support tool? | There are currently no contracted vendors for either an online benefits information or decision support tool. |
| 14 | N/A | Does HCA have any idea about when a potential RFP would be expected if the state decides to move forward? | The expectation is to release the RFP(s) on December 18, 2018. |
| 15 | N/A | Does WA State wish to continue live, sponsored, in-person health fairs? If yes, would the RFI respondents be responsible for producing these live events? | There will be a limited number of live, in-person health fairs. The HCA is seeking an alternative to in-person benefit fairs to supplement those live efforts. (See Section 2 of the RFI). |
| 16 | 2 | Does HCA envision a solution that is able to meet future SEBB program years? How many years? | For the benefits fair alternative: Yes. For the online decision-support tool: Yes. We're looking for a solution that can be used not only at open enrollment, but throughout the year as newly eligible employees enroll in SEBB benefits. |
| 17 | 2 | What Content Management System is used for hca.wa.gov? Would this be the same for the tool(s) under this RFI? | Drupal is the content management system for HCA's website; the tools under this RFI would not necessarily have to use Drupal, as we are seeking a hosted solution. |
| 18 | 2 | Which databases does the current system use? SQL? Others? | Irrelevant to this RFI; see question 17 above. |
| 19 | 2 | When might this project be funded? Assuming Fall 2019/September-October or sooner Go Live? | See question 12 above. |
| 20 | 2 | After the 7-week go live, does HCA envision keeping the online decision support tool live? Is it envisioned the same tool will be used for the 2020-2021 enrollment period? | See question 16 for answer to first question. If legislative funding allows, we anticipate using this tool for future open enrollment periods as well. |
| 21 | 2.1 | To give some idea of what "cost effective" means to PEBB Program and as a basis of comparison, what is the current cost budget for 25 benefit fairs and registration events? | This would not be a reasonable comparison as there are other factors that determine location and extent of live benefit fairs. |
| 22 | 2 | What considerations are being made for employees who do not have access to internet, web portals or smart devices? | Please see Section 2 of the RFI, paragraph 2, which indicates the need for ADA-compliant alternatives. |
| 23 | 2.1 | Would enrollment and education be a target of this RFI? | Yes. Our goal is to educate eligible employees about the SEBB benefits so they take action during open enrollment in 2019, and enroll in the best plans for them and their families. |
| # | Section | Bidder Questions | HCA Answers |

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| 24 | 2 | Do you anticipate plans being offered to be group plans only or are individual plans to be offered to all or subset of the participants? | The HCA will offer only group plans (both fully insured and self-insured) through the SEBB Program. |
| 25 | 2 | If group plans only, please describe the types of rate structures (i.e., age-banded rates, rates that vary by tobacco usage, family coverage tier/contract type rates, rates based on the amount of coverage requested as in life insurance, etc.) expected to be supported by the decision support solution. | Medical plan premiums are determined by a 4-tier system (subscriber only, subscriber and spouse/partner, subscriber and child[ren], and subscriber and spouse/partner/child[ren]), and whether the subscriber attests that any enrolled family members use tobacco (additional \$25/account monthly surcharge) and if an enrolled spouse/partner has chosen not to enroll in employer-based group medical that is comparable to the PEBB Program's Uniform Medical Plan (UMP) Classic (additional \$50 monthly surcharge). There are no employee premiums for dental or vision coverage. |
| | | (Question 25 as it applies to additional benefits) | We anticipate that optional life insurance premiums will be determined by 5-year age bands and the amount of life insurance chosen, and that optional accidental death and dismemberment (AD&D) insurance premiums will be determined by the amount of AD&D insurance chosen. We also anticipate that optional long-term disability insurance premiums will be determined by the predisability earnings and the benefit waiting period chosen. We anticipate that the online decision-support tool will be able to calculate premiums for these coverages based on questions posed to, and information provided by, the subscriber. |
| 26 | 2 | Do you anticipate plans from a single major medical carrier for the program, per district, or multiple health insurance carriers per district/state-wide? How many ancillary carriers do you anticipate for each line of ancillary products? | HCA anticipates contracting with seven medical carriers, which will offer a total of up to 20 plans. Three UMP plans are offered worldwide; other UMP and fully insured medical plans have different service areas within Washington State. For dental, we anticipate offering three plans with two different carriers. For vision, we anticipate offering three plans with three carriers. For life insurance, accidental death & dismemberment insurance, and long-term disability insurance, we anticipate one carrier each. |
| 27 | 2 | Do you anticipate plans to be offered under defined benefit or defined contribution funding models? | The plans are offered under defined benefit funding models. |

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| 28 | 2 | Do you anticipate qualified live events (QLEs) and special enrollment periods (SEPs) to be administered by the platform or is that functionality available in your "My Account" tool/enrollment system? | We anticipate that events that qualify for a special open enrollment (such as a marriage or birth) and allow for a midyear enrollment will be available through SEBB My Account. Online plan enrollment is not within the scope of the products described in this RFI. |
| 29 | 2 | What sort of content support would HCA provide to the vendor, specifically with respect to content expertise for education content and on the decision support logic in the decision support tool? | The HCA would provide appropriate staff and approved materials for development of the content used for the decision support tool. |
| 30 | 2 | Do any or all of the tools and media/content need to be: Localized, and if so, in what languages? Localizable, and if so what portions of the overall solution (decision support tool, media, written content)? | The tools need to be provided in English only, but if your organization offers other languages, please include them in your RFI response. |
| 31 | 2 | What are the requirements for hosting environment? Specifically, will HCA provide hosting, and if so, what are the platform and tools requirements? | The HCA will not host the online platforms for the services listed in the RFI (see #1 under Section 2 of the RFI). |
| 32 | 4.6 | What data safety/security requirements are you anticipating? | Please see Section 4.6 of the RFI, which provides the security and privacy requirements. |
| 33 | 2 | Please describe what is meant by "integrate seamlessly with other HCA technologies." Does this mean that the solution components must exchange data with the existing My Account tool? Be hosted in the same environment? | The solutions must be able to seamlessly link/incorporate a transition to other HCA tools, such as SEBB My Account, health carriers' multimedia tools for use in the hosted portal benefits fair alternative, SEBB online materials, etc. |
| 34 | 2 | Please confirm that the vendor(s) will provide: Platform tools Content, including written content, media User experience and scenarios Hosting (and if so, over what period of time) | Yes for all. Hosting length is anticipated to be at least one year; beyond one year is dependent upon legislative funding. |
| 35 | 2 | Are you open to decision support vendors partnering with content providers? | Yes, as long as the content providers can meet the same requirements and timelines noted in the RFI. |
| 36 | 2 | Do you expect the vendor to provide static and/or multimedia educational content? | The HCA is interested in learning more about different options available to help our members learn about their SEBB benefits effectively. |

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| 37 | Ex. A | Is there an ongoing maintenance need, and if so, should it be included in the base cost estimate? | Please see Exhibit A, F (Costs). Item 4 specifically addresses maintenance fees. |
| 38 | Ex. A | In general, what is your vision for ongoing maintenance (responding to user issues, updating content, addressing problems, monitoring and responding to service issues)? | Please see Exhibit A, F (Costs). Item 5 specifically addresses updating content. |
| 39 | | Has the budget for this project been approved and funds allocated? | See question 9 above. |
| 40 | N/A | To what extent is the budget guidance you have provided a limitation? Specifically, should the vendors outline solutions that adhere strictly to the estimated costs, or should the vendors provide a wider array of options for your consideration, but such that may collectively exceed the budget guidance you have provided? | The budget amount listed is simply for guidance purposes and is not tied to any specific product within the RFI. The HCA is currently pursuing additional funding. |
| 41 | N/A | Would an RFI response in excess of the budget guidance provided disqualify the vendor from consideration for the eventual RFP? | No, but any eventual RFP may have a lesser budget allocation and exceeding that may disqualify a Bidder. |
| 42 | N/A | What are the criteria (such as platform solution, content experience, subject matter expertise, cost) and relative weight of criterion in your evaluation of RFI responses or are RFI responses not scored? | RFI responses are meant to provide information to HCA and are therefore not scored. |