



**State of West Virginia
Department of Administration
Purchasing Division**

NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.



May 15, 2013

Ms. Connie Oswald
2019 Washington Street, East
P.O. Box 50130
Charleston, West Virginia 25305

RE: In-Person Assistance Services and Oversight for the Federally Administered West Virginia Health Benefit Marketplace Request for Proposal (RFP)

Dear Ms. Oswald:

MAXIMUS Health Services, Inc. (MAXIMUS), a wholly owned subsidiary of MAXIMUS, Inc., is pleased to present the State of West Virginia Offices of the Insurance Commissioner (the Agency) our Technical Proposal and Cost Proposal to provide In-Person Assistance Services and Oversight.

We understand that the State of West Virginia is tasked with the challenges of implementing the consumer assistance program under the Affordable Care Act (ACA), and we assure you that MAXIMUS is prepared to respond to your needs with our extensive knowledge of in-person assistance services and experienced staff. Our proposal presents solutions that are tailored to West Virginia.

We also offer you unsurpassed experience and administrative resources in ways that balance your commitment to quality customer service with the Agency's sustainability. We are both qualified and prepared to be your successful In-Person Assistance Services and Oversight contractor.

Per the answers provided to the bidder questions, it is MAXIMUS understanding and assumption that the State will contract directly with sub-grantees, IPA Entities and like entities, and that the contractor will incur no liability arising out of the acts or omissions of such entities under any circumstances. Further, it is MAXIMUS understanding and assumption per the State's answers to bidder questions that any awarded contract will be subject to negotiation and mutual agreement. As part of such negotiation, MAXIMUS proposes (i) a reasonable dollar limit on the contractor's aggregate liability set relative to contract value, and (ii) a corrective action process including a reasonable period of time in which to implement a cure, and restricted liability for cover costs. We have also included a table below indicating those sections of the proposal we deem confidential to MAXIMUS along with the corresponding justification.

05/14/13 08:52:15 AM
West Virginia Purchasing Division

CONFIDENTIAL

Proposal Section	Page Number(s)	Marked	Justification
4.2	4-12 through 4-20	Confidential	We provide names and diplomas of our leadership staff inclusive of detailed descriptions about their experience. This is exempt under the West Virginia Code §29B-1-4. Exemptions (a) (2) as it includes information of a personal nature.
4.3	4-27 through 4-29	Confidential	We provide names and contact information of our clients in other states. This is exempt under the West Virginia Code §29B-1-4. Exemptions (a) (2) as it includes information of a personal nature.
4.4	4-36	Confidential	We provide an organizational chart inclusive of the names of our leadership staff members. This is exempt under the West Virginia Code §29B-1-4. Exemptions (a) (2) as it includes information of a personal nature.
4.4	4-45 through 4-36	Confidential	We provide names and resumes of our leadership staff. This is exempt under the West Virginia Code §29B-1-4. Exemptions (a) (2) as it includes information of a personal nature.
6.1	6-6	Trade Secret	This includes a screen shot our proprietary on-line system. This is exempt under West Virginia Code §29B-1-4. Exemptions (a) (1) as it includes a process and a tool as well as a compilation of information has commercial value and is not patented.
6.3	6-45 through 6-47	Trade Secret	Provides a description of our proprietary on-line system and details the way that it will be used. This is exempt under West Virginia Code §29B-1-4. Exemptions (a) (1) as it includes a process and a tool as well as a compilation of information has commercial value, is not patented, and was developed by MAXIMUS.
6.4	6-57	Trade Secret	We provide a sample Table of Contents of our Texas Project Complaints Policy. This is exempt under the West Virginia Code §29B-1-4. Exemptions (a) (1) because it is a policy and procedure developed by MAXIMUS.
Cost Narrative	1 through 4	Trade Secret	This section includes information that is developed by MAXIMUS that would give its users an opportunity to obtain business advantage over competitors. This is accordingly exempt under the West Virginia Code §29B-1-4. Exemptions (a) (1).
Cost Forms	1 and 2	Trade Secret	This section includes information that is developed by MAXIMUS that would give its users an opportunity to obtain business advantage over competitors. This is accordingly exempt under the West Virginia Code §29B-1-4. Exemptions (a) (1).

The point of contact for all matters pertaining to our proposal is Ilene R. Baylinson, President of MAXIMUS Health Services Eastern Division. Should you need further information, you may also contact Ms. Baylinson per the contact information provided below:

Ilene R. Baylinson, President
 MAXIMUS Health Services Eastern Division
 1891 Metro Center Drive
 Reston, Virginia 20190
 Telephone: 202.494.6303
 Facsimile: 703.251.8240
 E-mail: ilenebaylinson@maximus.com

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MAXIMUS

Ms. Oswald

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May 15, 2013

As the President and Director, I am authorized to commit MAXIMUS Health Services, Inc. contractually, including services and prices contained in the proposal as well as provisions of the RFP. Thank you for your consideration of our proposal to provide In-Person Assistance and Oversight.

Sincerely,



Bruce L. Caswell
President and Director
MAXIMUS Health Services, Inc.

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MAXIMUS



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Solicitation

NUMBER
INS13021

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 CONNIE OSWALD
 304-558-2157

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

SHIP TO

INSURANCE COMMISSION
 1124 SMITH STREET
 CHARLESTON, WV
 25305-0540 304-558-3707

DATE PRINTED
04/10/2013

BID OPENING DATE: 05/15/2013 BID OPENING TIME: 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
REQUEST FOR PROPOSAL						
THE STATE OF WEST VIRGINIA AND ITS AGENCY THE WEST VIRGINIA DEPARTMENT OF REVENUE, OFFICES OF THE INSURANCE COMMISSIONER LOCATED AT 1124 SMITH STREET, CHARLESTON WV 25301 REQUEST A PROPOSAL TO PROVIDE IN PERSON ASSISTANCE SERVICES AND OVERSIGHT FOR THE FEDERALLY ADMINISTERED WEST VIRGINIA HEALTH BENEFIT MARKETPLACE PER THE ATTACHED SPECIFICATIONS.						
BID OPENING: MAY 15, 2013 AT 1:30 PM SEE ATTACHED INSTRUCTIONS TO BIDDERS						
0001	1	JB		948-42		
HEALTH CARE MANAGEMENT						
REQUEST FOR PROPOSAL TO PROVIDE IN-PERSON ASSISTANCE SERVICES AND OVERSIGHT FOR THE FEDERALLY ADMINISTERED WEST VIRGINIA HEALTH BENEFIT MARKETPLACE.						
REFERENCE THE ATTACHED INSTRUCTIONS TO BIDDERS AND TERMS AND CONDITIONS.						

SIGNATURE <i>Bruce L. Caswell</i> Bruce L. Caswell	TELEPHONE 703.251.8500	DATE May 15, 2013
TITLE President	FEIN 26-0307682	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'