



SOLICITATION NUMBER: INS13021

Addendum Number: 01

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

1. To provide answers to questions received for this solicitation.
2. To provide addendum acknowledgment.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

**REQUEST FOR PROPOSAL**  
**Addendum #1**

0004

State of West Virginia  
Offices of the Insurance Commissioner

INS13021

**Questions for the state of West Virginia Offices of the Insurance Commissioner (OIC)**

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1. It is our understanding that in addition to the work related to outreach and enrollment pursuant to the ACA as outlined in this RFP that there will also be a "Navigator" program being separately established by the federal government. Can you provide an assessment of how these two programs are expected to work together, i.e. is there a "bright line" difference in the work to be carried out by each? Are the two programs expected to be complimentary or "mirrors" of each other? What is the anticipated lifespan of each program? Is there any preclusion for a sub-grantee entity participating under the proposed IPA program from also being able to participate in the "Navigator" program?

***Answer: Additional information is available in RIN 0938-AR75 "Standards for Navigators and Non-Navigator Assistance Personnel."***

2. At 6.1.8 the vendor is asked to describe how it will ensure "that all enrollment staff and IPAs have successfully completed the CMS-developed training and certification". Does the OIC know what type of certification confirmation will be provided by CMS, i.e. electronic or paper certificates and/or will CMS be providing an accessible database or is the vendor expected to develop and provide such?

***Answer: This is at the vendor's discretion. CMS has not made available such information.***

3. At 6.1.10 the vendor is asked to describe how it "will accommodate OIC requests for presence at fairs and festivals". Are the number, dates, and locations of such events available or is the vendor expected to independently identify such opportunities? Is the vendor expected to develop and staff other such opportunities, e.g. "enrollment fairs"?

***Answer: This information is not currently available; the vendor is expected to be able to participate in such events on an as-needed basis.***

4. At 6.1.11 there is reference made to "other currently contracted vendors". In order to provide a more thorough response to how these currently contracted vendors might be worked with can the vendors and their specific responsibilities for assisting the OIC be identified? Also in this section there is reference made to a "marketing firm". Has such a vendor been identified? If not is it anticipated that a bidder on this RFP have marketing and messaging expertise as well? Is it anticipated that the OIC will be issuing a separate RFP for marketing assistance?

***Answer: This information is not available. The bidder is not required to have marketing experience but should have the capacity to subcontract with a marketing firm to help provide additional services if necessary.***

5. At 6.1.12 there is reference to each IPA being responsible for providing its own computer for providing IPA services. Are there specific hardware/software configuration requirements for these computer resources? Are tablet-type resources acceptable? Will internet connections be available for IPAs at state, county or local facilities, if so chosen by the OIC, which may be available for co-locating IPAs? Will the vendor be responsible for internet access charges at these selected locations? Is it anticipated that each of the 55 IPAs to be employees or contract employees of the successful vendor have computers provided by the vendor? How should acquisition costs for supplying these be identified in the Cost Proposal? Will independently developed enrollment software be required or will enrollment be performed through a web application? If software is required who is responsible for licensing costs (if any)?

**Answer: There are no specific configuration requirements, so long as the IPA has the ability to access the federal Marketplace portal. The OIC will work with the vendor to place IPAs in locations that have secure internet connections.**

6. At 6.2.3 there is discussion of the development of educational and outreach materials possibly being included in the successful vendor's responsibilities. Can you tell us when and how a decision to task a successful vendor with responsibility will be made? How should these potential costs be identified in the Cost Proposal?

**Answer: The vendor will not be responsible for the costs associated with development of any additional materials, just the creative development and distribution.**

7. At 6.2.5 the vendor is expected to promote the availability of IPAs through "printed material, the internet, a telephone hotline, or other means". Will such printed materials be made available or is it anticipated the vendor will develop these? Is it anticipated that an independently developed internet web site will be made available to the vendor for this purpose or is the vendor required to develop such? If an independently developed web site, will the vendor be permitted to customize it to enhance its messaging? If it is intended that a separate telephone hotline be made available to the vendor when is it anticipated that this will be available? Will this hotline be equipped with features to allow messaging while clients are in the hold queue? If so will the vendor be responsible for the costs of developing and providing this messaging and how should the vendor's costs for recouping this expense be reflected in the Cost Proposal?

**Answer: The OIC will work with the vendor to develop materials. It is at the vendor's discretion to propose how it will promote the availability of IPAs**

8. At 6.2.6 vendors are asked to provide a "detailed description of the potential locations where IPA services will be provided ..." Is there a preference to the utilization of existing state, county, and local locations for co-locating IPAs? When will a decision be made on which locations might be made available to the successful vendor? Is space rental for non-co-located IPAs to be included as an overhead expense in the Cost Proposal? Would a presumption that access will not be provided to existing state, county, or local locations during non-traditional hours and weekends be accurate?

**Answer: The OIC is currently working with entities on acquiring space to place IPAs and the associated logistics. These costs will be handled independently via a contract with these entities.**

9. At 6.3.4 there is reference to the OIC's utilization of SharePoint for PMO functions. Is this the preferred software or may the vendor perform its formal PMO work via another software package?

**Answer: This is the preferred software. The vendor may choose to utilize its own software package for internal purposes, but will be required to update its work plan within the SharePoint site.**

10. At 6.3.7 regarding “ensuring that all staff have successfully completed criminal background checks”. Does the OIC intend to provide the vendor access to the state’s contracted vendor for performing these? If so, what is the expected turnaround time on requests?

**Answer: It is the vendor’s responsibility to fulfill this requirement.**

11. At 6.3.8 the vendor is asked to ensure that “all IPAs will be in accordance with federal regulations”. Will a simple attestation by each IPA as to being in compliance with these regulations be sufficient to meet this requirement?

**Answer: Yes, an attestation statement is sufficient.**

12. At 6.4.3 there is an indication that the OIC may be developing its own additional training requirements. Is it known when these additional requirements will be finalized, how they will differ from the CMS-provided training and certification, and what type of training completion certification the OIC will provide? See also Question 2 above.

**Answer: This information is not yet available due to the unreleased federal training.**

13. At 6.4.10 the vendor is asked to adhere to OIC and CMS reporting requirements. Will these reporting requirements be made available or are they the subject of further rulemaking and guidance to be provided?

**Answer: Further guidance is expected on this issue**

14. At 7.2 it is required that the vendor have the financial ability to pay for all services in advance and invoice the OIC for services performed. What reimbursement timeframe can the vendor expect from the time of invoicing the OIC until receipt of payment on that invoice?

**Answer: Payment is subject to the Terms & Conditions of the State of WV. Please refer to the terms and conditions provided with this Request for Proposal.**

15. The background narrative provided in Attachment E and further discussed in Attachment G indicates that the vendor should develop its cost proposal given the supplied scenario which includes specific hourly rates and the number of work hours per week. Is this requested information being provided solely for the purpose of the Evaluation methodology outlined in Section Six? Will the successful bidder be permitted to establish a different compensation schedule? Will the vendor be permitted to establish its own performance targets as part of its compensation schedule? Is it permissible for the vendor to compensate its IPAs – Vendor IPAs and contracted IPA Entities - on a bifurcated schedule that would include both an hourly rate and a performance incentive based on measurable outcomes?

**Answer: The compensation methodology is aligned with RIN 0938-AR75: Standards for Navigators and Non-Navigator Assistance Personnel. Unless modified in the final rule, the methodology for compensation is finalized. The vendor shall not establish performance targets for compensation, but should establish performance targets for evaluation purposes.**

16. Is it intended that the hourly wage rates contained in Attachment E include benefits? Is there a requirement that the successful vendor provide benefits to its Vendor IPAs? Is there a requirement that the vendor and its contracted IPA Entities provide health insurance coverage to all IPAs?

**Answer: No.**

17. Attachment G includes language that in preparing its Cost Proposal "the vendor is NOT to take into consideration the salaries associated with each sub-granted IPA entity's IPAs, just the cost of providing overhead to each entity". Should a bidder presume that payment of sub-granted IPA entities will be negotiated separately by the OIC based on the vendor's recommendations and ultimate selection by the OIC and that the OIC will pay all costs related to those negotiated contracts with the exception of any overhead incurred by the successful vendor? If that is correct does the OIC envision the sub-granted expense it becomes responsible for to include any cost beyond the payment of salaries?

**Answer: This is correct. Additional expenses beyond salaries will be evaluated on a case-by-case basis.**

18. There are numerous references throughout the RFP to the terms: IPA Entities, sub-contractors, sub-grantees, sub-grantee recipients, etc. Can we assume that all of these terms when used in relation to IPAs that the successful vendor would hire to meet the scenario requirement of 25 IPAs per the 7 regions identified in Attachment F have the same meaning?

**Answer: Yes.**

19. Page 8 Section 3 of the RFP - Will the terms of any purchase order or other contract instrument issued pursuant to a successful proposal be the subject of negotiation and mutual agreement by the parties?

**Answer: The vendor should provide the terms they wish to negotiate in their proposal and sign a corresponding WV-96 form.**

20. Page 8 Section 3 of the RFP - May the Vendor include additional terms and conditions in its proposal? If so, and there is no negotiation process, will such terms become a part of the contract between the parties?

**Answer: Yes, the vendor should provide the terms they wish to negotiate in their proposal and sign a corresponding WV-96 form.**

21. Page 10 Section 3, item 6 - Can the State please clarify the meaning of "The pricing set forth herein is firm for the life of the Contract...."? Does the state anticipate issuing a firm, fixed price contract or a cost-reimbursable contract?

**Answer: The State anticipates issuing a cost-reimbursable contract to the extent prescribed in the contract.**

22. Page 13 Section 3, item 17 - Does the State expect monthly invoicing with payment terms of 30 days?

**Answer: Yes.**

23. Page 14 Section 3, item 24 - In the event of a contract termination for convenience (per West Virginia Code of State Rules §148-1-7.16.2), please specify how the Vendor will be compensated for any unamortized start-up/implementation costs.

**Answer: Please refer to the WV Code of State Rules**

24. Page 21 Section 3 - Per federal guidelines, each state defines its own certification requirements for IPAs. Has the State of West Virginia defined this requirement or it is expected that the Vendor will make this determination?

**Answer: Certification is based on federal training requirements as outlined in RIN 0938-AR75.**

25. Pages 22 and 25 Section 4, item 3 - Per federal guidelines, each state defines its own certification requirements for IPAs. Has the State of West Virginia defined this requirement or it is expected that the Vendor will make this determination?

**Answer: Certification is based on federal training requirements as outlined in RIN 0938-AR75.**

26. Pages 23, 26, and 30 Section 4, item 4; Section 5, item 3; Attachment A - In lieu of the requirement to attach actual copies of staff certifications or degrees applicable to this project, is it acceptable to list the degree/certification, month/year it was conferred, and the name of the institution that conferred the degree/certification, with the understanding that upon contract award a physical copy will be made available?

**Answer: No.**

27. Pages 23 and 31 Section 4, 5.2; Section 4, 6.1.5 - Must IPAs provide enrollment assistance for individuals who appear to be eligible for Medicaid? If so, how will the Mountain Health Choices enrollment broker responsibilities affect the IPA responsibilities?

**Answer: IPAs are responsible for assisting consumer in Medicaid eligibility determination. Upon determination, the consumer will be referred to the Medicaid office for the enrollment process.**

28. Page 23 Section 4, item 5.5 - Please provide additional information about "current outreach efforts, organizations and resources" that the contractor must "leverage and support."

**Answer: This is a project goal.**

29. Pages 24-26 and 36-37 Appendix B - Please confirm that the items in the "Mandatory Requirements" (pp. 24-25) only apply to the selected contractor and the only proposal deliverable is a signed copy of Attachment B. If any elements of Attachment B are deliverables for the proposal, please specify what they are and how they should be incorporated in the proposal.

**Answer: All of these mandatory requirements and the vendor should sign confirming they can meet these.**

30. Page 28 Section 6, item 2 - Please confirm that the price of proposal being evaluated will be the "Grand Total of Costs for Project" as indicated on page 42.

**Answer: This is correct.**

31. Page 28 Section 6, item 2 - In the evaluation criteria, where is Section 6.1 (Entity Overview, Experience, and Ability to Provide Full Range of Services) scored? Sections 6.2, 6.3, 6.4, and 6.5 are identified under "approach and methodology" but there is no reference to 6.1. Please clarify.



**Answer: This was a typographical error. Each section (6.1, 6.2, 6.3, 6.4, and 6.5) will be scored under the approach and methodology portion and be worth 10 points for each section.**

32. Page 30 Attachment A, item 4.2 and 4.3 - Please confirm our understanding of the difference between "previous staff experience in similar projects" and "previous company experience in similar projects?" Is the former intended to be the experience of the key individuals being proposed and the latter the experience of the company as a whole? If not, please clarify the difference between these two requirements.

**Answer: This is correct.**

33. Page 30 Attachment A, items 4.4.1 and 4.4.3 - Item 4.4.1 requires an "organizational chart" and item 4.4.3 requires an "organizational structure of the vendor organization." Is it anticipated that these would be the same graphic? If not, please clarify the difference between what is expected for these two items.

**Answer: This is correct**

34. Page 30 Attachment A, 4.4.1 - Please clarify what you mean by current staffing/capacity.

**Answer: Please provide the organization's ability to meet the staffing needs of the project and describe whether the organization will seek additional employees or subcontractors to reach the capacity needed to fulfill this contract.**

35. Page 30 Attachment A, 4.4.1 - The requirements requests "resumes" though only one key staff person needs to be identified. Is the vendor able to offer job descriptions in lieu of resumes for remaining leadership staff?

**Answer: Resumes are required for all leadership staff.**

36. Page 30 Attachment A, 4.4.2 - What does "post-follow-up support after the initial eligibility determination and enrollment" mean? Please specify what the state intends for this deliverable.

**Answer: It is the vendor's responsibility to provide additional support to the consumer after the application process, in the form of answering questions or being able to direct consumers to the appropriate authority to have their concerns addressed.**

37. Page 30 Attachment A, 4.4.3 - Please clarify how a high level chart of the vendor organization relates to interface with partners.

**Answer: The vendor shall describe the methodology for how it will allocate its management resources with respect to each sub-grantee (partner).**

38. Page 31 Attachment A, 6.1.5 - Please describe in greater detail the state's expectation regarding IPA services to Medicaid and CHIP recipients. Are there any duties other than assistance with completion of an application?

**Answer: Per RIN 0938-AR75, the IPA must be able to assist individuals at any income level. If an individual is deemed eligible for Medicaid or CHIP, it is the responsibility of the IPA to refer the consumer to his or her local Medicaid or CHIP office for enrollment into a plan.**

39. Page 31 Attachment A, 6.1.5 - In what manner is the state applying the term "referral network?"

**Answer: IPAs will only have the responsibility of determining eligibility for Medicaid and CHIP consumers and will then be required to refer them to a local Medicaid or CHIP office for additional assistance and enrollment into a plan.**

40. Page 31 Attachment A, 6.1.5 - We assume that all data entry and application assistance will be done on the FFE. If this is incorrect and the vendor is expected to support State Medicaid and CHIP, please identify the appropriate system with which we will work.

**Answer: This is correct**

41. Page 31 Attachment A, 6.1.5 - What is IPA's interaction with known Medicaid and CHIP populations?

**Answer: IPAs will only have the responsibility of determining eligibility for Medicaid and CHIP consumers and will then be required to refer them to a local Medicaid or CHIP office for additional assistance and enrollment into a plan**

42. Page 32 Attachment A, 6.1.8 - What reports has CMS committed to regarding IPAs applications and enrollment support?

**Answer: This information is not yet available.**

43. Page 32 Attachment A, 6.1.8 - Will the FFE manage the initial training and certification of all IPAs? Or, is the state expecting CMS to release the modules into the public domain?

**Answer: As part of the evaluation criteria for each sub-grantee, it is required that each proposed IPA within the IPA Entity submit its certification certificate from the FFE for verification.**

44. Page 32 Attachment A, 6.1.8 - If CMS simply releases the modules into the public domain, is the vendor expected to customize and deploy using vendor LMS?

**Answer: No.**

45. Page 32 Attachment A, 6.1.8 - If FFE trains and credentials the IPAs, how will we independently verify that the IPA has completed the training? How will that translate into allowing them to create an assistor account on the FFE?

**Answer: It will be the IPA Entity's responsibility to submit the names and certifications of each IPA that will be providing services in its proposal for verification.**

46. Page 32 Attachment A, 6.1.8 - What role will the vendor have in developing supplemental training materials or delivering any of the training to the IPAs?

**Answer: Should the OIC decide additional training beyond the federally-provided training be necessary, the vendor will work in conjunction with the OIC to help develop the training and disseminate it to each IPA for completion. Given the late release of the federally-developed training (August), it is unlikely the State will develop any additional training in its first year of operations.**

47. Page 32 Attachment A, 6.1.11 - Who are the other currently contracted vendors and what is their scope of work?

**Answer: This information is not available.**

48. Page 32 Attachment A, 6.1.12 - The RFP states that IPAs will each have their own computer. What system or systems is the IPA expected to access and through what means? Is the Vendor expected to provide computers for ALL IPAs or just the 55 IPAs we are bidding?

**Answer: Each IPA will need to be able to access the Marketplace portal to determine eligibility for a consumer and provide enrollment services. There are no specified system requirements, so long as this is achievable. The vendor is not expected to provide computers for any IPA; this is an IPA responsibility. Strategies may be employed by the OIC and vendor to assist in obtaining computer access for IPAs**

49. Page 32 Attachment A, 6.1.12 - If IPAs need to access the internet with their computers, is the Vendor responsible for providing that access? If not, who will provide that access and will the access be secure?

**Answer: The OIC will work with the vendor in placing IPAs in locations that have secure internet access.**

50. Page 32 Attachment A, 6.1.12 - Clarify whether this is requiring IPAs to use the computer for online applications at all times?

**Answer: IPAs must be able to accept applications completed in any form and handle them accordingly.**

51. Page 32 Attachment A, 6.1.12 - Is a personal computer at home acceptable to enter paper application information? Should their internet access be paid for?

**Answer: IPA services will not be conducted at home.**

52. Page 32 Attachment A, 6.2.4 - Please clarify the state's intent in regard to a telephone hotline to promote the availability of IPAs. Is the state requesting that the vendor will establish a hotline to provide information about how and where consumers can seek and receive in-person assistance? Or is that a discretionary item, based on a vendor's overall strategic plan and IPA solution?

**Answer: This is at the vendor's discretion but serves as another means by which consumers may obtain information about IPA services in their area.**

53. Page 33 Attachment A, 6.3.4 - 'The Health Policy Unit uses SharePoint for project management monitoring.' Is the reference to using SharePoint a suggestion?

**Answer: The vendor will be required to utilize the Project Management system in place by the Health Policy Unit. The vendor is welcome to use their own software as well for internal purposes.**

54. Page 33 Attachment A, 6.3.6 - Please clarify the type of oversight required for DHHR.

**Answer: It is anticipated that IPAs will be housed within a majority of the county DHHR facilities. The vendor is to provide routine oversight to these IPAs as it would with any other location, conducting standard assessments of performance.**

55. Page 34 Attachment A, 6.4.3 - Is CMS providing web-based training?

**Answer: This has not been finalized, but appears to be the most likely path based on RIN 0938-AR75**

56. Page 34 Attachment A, 6.4.6 - Will the vendor be responsible for the development and fulfillment of printed materials or will the State provide those materials and the vendor is required to disseminate?

**Answer: The vendor will not be responsible for the costs associated with development of printed materials.**

57. Page 35 Attachment A, 6.5.2 - To assess overall impact of entities on enrollment, we assume that we will get reports from the FFE sortable by IPA ID. Is this a valid assumption?

**Answer: No.**

58. Page 35 Attachment A, 6.5.2 - In order to monitor performance of specific vulnerable and hard-to-reach populations, can we extrapolate based on the population demographics of a location served? Or, are we required to tie back to consumers served within those populations? If the latter, will the FFE support this level of reporting?

**Answer: It is at the vendor's discretion to design the progress reports as part of the deliverable for 6.5.2. It is unclear at this time what level of reporting the FFE will supply.**

59. Page 35 Attachment A, 6.5.2 - Can you confirm that level of effort can be quantified by frequency of contact and time spent with consumer? If yes, can we expect FFE to provide reports on this?

**Answer: This is correct, however, it is unclear at this what level of reporting the FFE will supply.**

60. Page 40 Attachment E - Are all IPAs expected to be full time?

**Answer: No. The program design is at the vendor's discretion, so long as the projected number of full-time employees is met (or justification as to why this number of IPAs is not necessary)**

61. Do IPAs play any role in the appeals process?

**Answer: The IPA will not play a role in the appeals process with the exception of providing contact information to a consumer as part of the referral process.**

62. Page 40-42 Attachment E - Can the State please advise where for-profit Vendors are to include fee?

**Answer: This amount should be identified under indirect costs**

63. Page 40-42 Attachment E - If applicable, can the State please advise where Vendors are to include subcontractor costs?

**Answer: Costs for subcontractors should be broken out and listed under each of the sections provided in a clearly identifiable manner.**

64. Page 41 Attachment E - Please confirm that the description for 'Overhead Costs for IPA Entities' should read "Provide percentage charged..."

**Answer: That is a typographical error and should read "provide percentage charged."**

65. Page 42 Attachment E - Can the state please provide more information regarding "...based on 1,000 hours of ad-hoc services"? What rate shall the Vendor assume for those 1,000 hours?

**Answer: This information is based on the vendor's overhead fee.**

66. Page 42 Attachment E - Our Company's G&A cost is a percentage derived from the total of all other project costs. Can the State please confirm that the 'Indirect Costs' section shall include the estimated dollar value based on this percentage?

**Answer: Yes.**

67. Page 44 Attachment G - The RFP indicates that we need 7 sub-grant organizations. May the vendor contract with less sub-grantees if we can still meet the objective of the State in terms of coverage?

**Answer: The vendor is permitted to design the program at its own discretion, so long as it can provide sufficient justification that the regions identified within the RFP are receiving sufficient support from the IPA program.**

68. Page 45 Attachment H - Will the WVOIC consider adjusting the timeline, particularly for activities slated for completion in May 2013?

**Answer: Yes, the timeline is flexible. The timeline is not flexible for open enrollment or the necessity to be ready for open enrollment in October 2013.**

69. How will the In-Person Assistance program coordinate with the Navigator program?

**Answer: Please reference RIN 0938-AR75 for additional information on these two programs. It is uncertain at this time how the federal Navigator program will be implemented in WV; applications for Navigators are currently being accepted by CMS.**

70. What training will be provided to the vendor regarding the Exchange portal?

**Answer: The CMS-developed training will be available for all parties.**

71. What training is the vendor expected to provide to sub-grantees?

**Answer: Should the State wish to develop any additional training beyond the federally-designed training, it will be the vendor's responsibility to provide this to the sub-grantees.**

72. Is the grantee expected to provide any information systems to support the Project, or will ALL needed systems (including those for CRM functions, performance monitoring, operational documentation, etc.) be provided to the grantee?

**Answer: The vendor should have the capability to fulfill any and all requirements as outlined in the RFP.**

73. If the grantee is expected to provide information systems, please list the functions that the grantee's system should perform.

**Answer: The vendor should have the ability to meet all deliverables outlined within the RFP and not be reliant on the federal portal to provide information.**

74. Page 21 Section 4: Project Specifications, 3 Scope of Work - The vendor is required to sub-grant with at least one organization. What services are to be provided by the sub-grantee?

**Answer: The list of services expected of the sub-grantee are outlined in the Exchange Final Rule (RIN 0938-AQ67) and are consistent with the duties of the Navigator program.**

75. Page 21 Section 4: Project Specifications, 3 Scope of Work - Will the vendor have the grantee have the ability to track applications per staff/organization to assist with monitoring quality/work productivity?

**Answer: The vendor should develop a process by which grantees have the ability to be tracked and monitored. There is no defined methodology for how this is to be performed and is at the vendor's discretion to provide an approach.**

76. Page 21 Section 4: Project Specifications, 3 Scope of Work – Will there be a function within the Marketplace database to enter/track “case management needs” referred to on page 21, #2, bullet 3?

**Answer: It is unknown at this time what functionalities, if any, will be made available via the federally-facilitated Marketplace.**

77. Page 21 Section 4: Project Specifications, 3 Scope of Work – Will outreach efforts need to be entered into the Federal database, or do we need to track them individually and report them to WV?

**Answer: Outreach efforts will need to be authorized by the OIC for approval.**

78. Page 21 Section 4: Project Specifications, 3 Scope of Work – Who certifies the IPAs? What does the certification process entail?

**Answer: CMS will certify IPAs. For additional information on the certification process, please refer to RIN 0938-AR75.**

79. Page 21 Section 4: Project Specifications, 3 Scope of Work – How long does the certification process take?

**Answer: For additional information on the certification process, please refer to RIN 0938-AR75.**

80. Page 21 Section 4: Project Specifications, 3 Scope of Work - Are IPAs required to renew their certification after a set duration of time?

**Answer: For additional information on the certification process, please refer to RIN 0938-AR75.**

81. Page 32 Attachment A, 6.2.3 - What types of materials is the vendor expected to develop?

**Answer: This is at the vendor's discretion, but should strengthen the outreach and education efforts undertaken by the vendor and provide additional understanding to the consumer on the Marketplace.**

82. Page 32 Attachment A, 6.2.3 - Is the vendor expected to mail any of the materials it develops?

**Answer: The vendor may be required to mail materials if this is the most feasible approach for dissemination of information.**

83. Page 32 6.2.3 and 6.2.4 Outreach and Operational Approach - These sections address the development, production and distribution of program materials as well as internet and telephone

outreach. Is the vendor expected to propose these options AND include the associated costs in their cost proposal? If so, this will result in widely divergent cost proposals that will distort scoring. Should the vendor exclude costs of these efforts from their cost proposal and simply propose how they would address these requirements?

**Answer: Yes. These costs should be excluded from the proposal as they are not mandatory of the vendor, but rather used as a evaluation tool for vendor ability.**

84. Page 33 6.3.3 Project Management and Operations - What invoices would be 'reviewed and submitted for reimbursement'? Are these costs that are outside those listed in our cost proposal? Please elaborate on what instances we would submit an invoice for reimbursement and confirm that we are also not to include these costs in our proposal.

**Answer: The sub-grantees being overseen by the vendor will submit invoices to the vendor for review, prior to submission to the OIC for reimbursement. This cost is not to be included in the proposal and will be done on a contract-by-contract basis with each sub-grantee.**

85. Page 3 Attachment A: Vendor Response Sheet; Section 6.5 Performance Measurement, sub-item 2 - Will complaints, consumer satisfaction levels be entered into the Federal Marketplace database, or will they be tracked and reported separately by the grantee?

**Answer: It is unknown at this time if this will be a component of the Federal Marketplace.**

86. Page 39 Attachment D. IPA Utilization Rates - Please provide the data in this table broken down by county/region if available.

**Answer: This information is not available; the vendor is expected to provide an analysis of how many IPAs would be necessary on a county or regional basis to help formulate its strategic approach.**

87. Page 39 Attachment D. IPA Utilization Rates – Are the 30 IPAs during non-open enrollment periods expected to be vendor staff, sub-grantee staff, or some combination? Please provide a breakdown if both.

**Answer: There is no requirement as to the type of staff, but that IPAs be available to address the needs of consumers during this time.**

88. Page 39 Attachment D. IPA Utilization Rates - If the vendor determines and recommends that the number of IPAs is too low or too high, should they still base their cost proposal on the 230 (55) IPAs or should they base it on the number they recommend?

**Answer: The vendor should base pricing on the information provided. The pricing provided on the pricing page is firm for evaluation.**

89. Pages 40 and 44 Attachment E. Cost Proposal and Attachment G. Program Information - Please clarify the vendor's responsibility for overhead for sub-grantees. Page 40 states that "overhead costs for the vendor...are NOT to include those costs for sub-grantees, as this will be their responsibility". However, the third box on page 41 requests overhead costs for IPA entities and page 44 states that the vendor is to consider "...the cost of providing...overhead to each entity."

**Answer: The vendor is to provide the cost for providing overhead of each IPA Entity it oversees. Not the direct costs each IPA entity incurs for its services; these will be negotiated on a entity-by-entity basis.**

90. Page 40 Attachment E. Cost Proposal - What is the payment mechanism for this project i.e., fixed fee, cost reimbursement, etc? Is the State willing to pay a fixed monthly fee for services? If not, and this is a cost reimbursement contract, should for-profit entities include a separate line item for fee/profit?

**Answer: This is a cost reimbursement contract. The vendor may include a fee in the indirect expense line item.**

91. Page 40 Attachment E. Cost Proposal – Is the requested number of IPAs represented in FTEs? Please confirm that staff are to be hired for 35 hours per week and to be PAID for 35 hours per week, not 40.

**Answer: The requested number of IPAs is to be represented in FTEs; however, it is at the vendor's discretion as to whether multiple part time employees may equal the FTE requirement. Staff are to be hired and paid for 35 hours per week.**

92. Page 40 Attachment E. Cost Proposal - Do the hourly rates of compensation required for this project include fringe benefit costs? If not, where should fringe be provided for in the cost proposal and are there any required benefits?

**Answer: The hourly rates do not include fringe benefits; fringe benefits would be considered as a separate line item if the vendor chooses to include them.**

93. Page 40 Attachment E. Cost Proposal - Please confirm that the vendor is supposed to include the overhead costs associated with the 1000 hours of ad hoc services, but not the actual direct costs of those services.

**Answer: That is correct.**

94. Pages 40 and 45 Attachment E. Cost Proposal and Attachment H. Proposed Timeline - Is the vendor to complete the cost proposal for the 13 months indicated in the proposed timeline? If not, please indicate the time period that should be covered by the cost proposal, as well as how the vendor will be compensated for any months outside of that period.

**Answer: The vendor should develop a budget for one year, ranging from June 2013 - May 2014. The contract has the option of being renewed for one year periods at its conclusion.**



**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: INS13021**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

(Check the box next to each addendum received)

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

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Company

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Authorized Signature

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Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.  
 Revised 6/8/2012