

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Ron DeSantis
Governor

Vision: To be the **Healthiest State** in the Nation

Addendum #4
RFP DOH18-026
Insurance Benefits Management

DATE: June 18, 2019
TO: Prospective Vendors
FROM: **Sonja German-Jones**, Department of Health Purchasing
SUBJECT: Addendum 4 to DOH18-026, Insurance Benefits Management

This addendum serves as notice of the following change(s) to the above solicitation:

- A. All references to Attachment C, References are deleted in their entirety from the solicitation.
- B. All references to Attachment J, Contract Dispute Reporting Form are deleted in their entirety and replaced with the new Attachment J, Prior Experience and Contract Dispute Form, which is attached.
- C. Section 1.1.1 **Legal Authority** is deleted in its entirety and replaced with the following: Chapter 287 and sections 381.0011 and 381.003(1)(b), Florida Statutes; Rules 64D-4.003 and 64D-4.007, Florida Administrative Code; 42 U.S.C. 300ff-25.
- D. Section 1.4 **Definitions** is amended to add the following definition: **Certified Minority Business Enterprise:** A business certified by any local governmental jurisdiction or organization as a certified minority business enterprise for purposes of doing business with State government and the Department of Management Services, Office of Supplier Diversity determines that the State's minority business enterprise certification criteria were applied in the local certification process as specified in section 287.0943, Florida Statutes.
- E. Section 2.5, **Timeline** is deleted in its entirety and replaced with the following:

<u>EVENT</u>	<u>DUE DATE</u>	<u>LOCATION</u>
RFP Advertised / Released	May 2, 2019	<u>Posted to the Vendor Proposal System at:</u> http://vbs.dms.state.fl.us/vbs/main_menu

Questions Submitted in Writing	June 24, 2019 at 2:00 p.m., Eastern Standard Time (EST)	Submit to: Florida Department of Health Central Purchasing Office Attention: Sonja German-Jones Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749 E-mail: Sonja.german@flhealth.gov
Answers to Questions (Anticipated Date)	June 28, 2019	Posted to Vendor Proposal System at: http://vbs.dms.state.fl.us/vbs/main_menu
Sealed Proposals Due	July 8, 2019 at 5:00 p.m., EST	Submit to: Florida Department of Health Central Purchasing Office Attention: Sonja German-Jones Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749
Sealed Proposals Opened	July 9, 2019 at 10:00 a.m., EST	<u>PUBLIC OPENING</u> Submit to: Florida Department of Health Central Purchasing Office Attention: Sonja German-Jones Suite 310 4052 Bald Cypress Way, Bin B07 Tallahassee, FL 32399-1749
Evaluation of Proposals (Anticipated Date)	July 15, 2019	Evaluation Team Members to begin evaluations individually.
Posting of Intent to Award (Anticipated Date)	July 29, 2019	Posted to the Vendor Proposal System at: http://vbs.dms.state.fl.us/vbs/main_menu

F. Section 2.8, **Basis of Award** is deleted in its entirety and replaced with the following:

A single award will be made to the responsive, responsible Respondent offering the most advantageous Proposal through the evaluation of proposals in accordance with **Section 5.2**. The Department reserves the right to not make an award under this RFP, as determined to be in the best interest of the State.

Pursuant to 42 U.S.C. § 300ff of the Public Health Service Act as amended, and Health Resources & Services Administration's ("HSRA") Policy Notice 11-02 "Clarification of Legislative Language Regarding Contracting with For Profit Entities," the Department is permitted to enter into a Contract with a private for-profit entity if that private for-profit entity is the only available provider of quality HIV care services in the State. In accordance with this requirement, award preference will be given to a Respondent that is a not-for-profit organization who meets the requirements of this solicitation.

G. Section 2.9, **Identical Tie Proposals** is deleted in its entirety and replaced with the following:

2.9 Identical Scoring Outcomes

In the event that the Department's evaluation results in identical scoring outcomes between two or more Respondents, the Department will require the affected Respondents to complete the **Identical Tie Certification, Attachment F**, form certifying their statutory qualifications for a preference in order to break the tie, subject to the provisions of 42 U.S.C. Section 300ff and HRSA Policy Notice 11-02.

H. Section 3.9, **Documentation** is deleted in its entirety and replaced with the following:

3.9 Prior Experience and Contract Disputes

Respondent must provide documentation of prior experience related to the scope of this Proposal and identify all contract disputes the Respondent (including its affiliates, subcontractors, agents, etc.) has had with such customer(s) within the last five years related to contracts under which the Respondent provided(s) commodities or services in the United States on an organizational or enterprise level that may impact or has impacted the Respondent's ability to provide the services described in this solicitation. See **Attachment J, Prior Experience and Contract Dispute Reporting Form, for further details**. The term "contract disputes" means any circumstances involving the performance or non-performance of a contractual obligation that resulted in any of the following actions:

3.9.1 Identification by the contract customer that the Respondent was in default or breach of a duty or performance under the contract.

3.9.2 An issuance of a notice of default or breach.

3.9.3 The assessment of any fines or direct, consequential, or liquidated damages under such contracts.

3.9.4 For each dispute, the Respondent must list the following information:

3.9.4.1 Identify the contract to which the dispute related

3.9.4.2 Explain what the dispute related to; and

3.9.4.3 Explain whether and how the dispute was resolved.

3.9.5 If there are no such contract disputes, the Respondent must submit a statement confirming this fact under this title in its Proposal.

I. Section 3.11, **Responsive and Responsible (Mandatory Requirements)** is deleted in its entirety and replaced with the following:

3.11 Responsive and Responsible (Mandatory Requirements)

Respondents must complete and submit the following mandatory information or documentation as part of their Proposal by the time specified in **Section 2.5**. Any Proposal which does not contain the information below will be deemed non-responsive to this RFP:

3.11.1 The Title Page of this RFP must be completed, signed and returned with the Technical Proposal.

- 3.11.2 Proposals must be received by the time specified in the Timeline, **Section 2.5.**
- 3.11.3 Proposals must be received in the format specified in **Section 3.2.**
- 3.11.4 Copies of the Proposals must be received as specified in **Section 3.3.**
- 3.11.5 **Cost Proposal (Attachment B)**, must be completed as specified in **Section 3.5.**
- 3.11.6 **Prior Experience and Contract Dispute Reporting Form (Attachment J)** must be provided as specified in **Section 3.9.**
- 3.11.7 **Statement of Non-Collusion (Attachment D)** must be completed as specified.
- 3.11.8 **Respondent Certification Regarding Scrutinized Companies Lists (Attachment E)** must be completed as specified.
- 3.11.9 Proposals must document the Respondents ability to meet the following minimum requirements:
 - 3.11.9.1 Respondent must have an active insurance agency license issued by the State of Florida, Department of Financial Services.
 - 3.11.9.2 Respondent must have the ability to manage the enrollment of clients into available insurance plans.
 - 3.11.9.3 Respondent must have the ability to act as the Agent of Record for clients.
 - 3.11.9.4 Respondent must have an established website with relevant consumer information regarding insurance enrollment, coverage, and benefits, and insurance premium payments.
 - 3.11.9.5 Respondent must have the ability to process insurance premium payments for clients and must have an established and operational system to process health insurance premium payments.
 - 3.11.9.6 Respondent must have staff trained in maintaining Protected Health Information (PHI) and personal information in accordance with HIPAA and State requirements.
 - 3.11.9.7 Respondent must have the ability to administer a help desk or complaint center.
 - 3.11.9.8 Respondent must have the ability to conduct customer satisfaction assessments.
 - 3.11.9.9 Respondent must have the ability to transmit PHI in a secured manner in accordance with the National Institute of Standards and Technology (NIST) standards.

- 3.11.9.10 Respondent must have an established line of credit or cash flow reserved to maintain services continuously for 120 days based on the Respondent's submitted cost proposal (see Attachment B, Cost Proposal).
- 3.11.9.11 Respondent must have an established line of credit or cash flow reserved to cover 120 days of insurance premium payments for clients. The Department forecasts the Respondent paying an average of \$6,240,000.00 each month in premium payments over the contract term.
- 3.11.9.12 Respondent must have an established and operational plan developed for business continuity or an emergency response plan with multiple options for differing situations depending on severity of potential events.
- 3.11.9.13 Respondent must identify in its Proposal whether they are a non-profit or for-profit entity.
- 3.11.9.14 Respondent must have the ability to meet the requirements outlined in Attachment A, Scope of Services.

J. Section 4.6, **Minority, Women, Service-Disabled Veteran, and Service-Disabled Veteran Business Participation** is deleted in its entirety and replaced with the following:

4.6 Certified Minority Business Enterprise Participation:

The Department encourages certified minority business enterprise participation in all its solicitations.

K. Section 5.2, **Evaluation Criteria**, is deleted in its entirety and replaced with the following:

5.2 Evaluation Criteria

Technical proposals will be scored by the evaluation team based on the evaluation criteria specified in Attachment H. The total raw scores provided by each team member will be averaged together. These average scores will be used to determine each Respondent's Technical Proposal score.

Cost Proposals will be scored by the Procurement Officer based upon the Respondent's proposed cost, as prescribed in Section 3.8 of this RFP. The proposed cost will be scored in accordance with the below formula:

$$\text{Maximum Cost Proposal Points} \times (\text{Lowest Proposal Cost} / \text{Respondent's Proposal Cost}) = \text{COST SCORE}$$

Each Respondent's overall score will consist of the average technical proposal score plus the cost proposal score.

RFP Scoring Components	Maximum Points	Percentage of RFP Score
Technical Proposal	<u>130</u>	<u>65 percent</u>
Cost Proposal	<u>70</u>	<u>35 percent</u>
TOTALS	<u>200</u>	<u>100 percent</u>

- L. Attachment A, **Scope of Services**, is deleted in its entirety and replaced with the revised attachment, which is attached.
- M. Attachment F, **Identical Tie Certification Form**, is deleted in its entirety and replaced with the revised attachment, which is attached.
- N. Attachment H, **Evaluation Criteria**, is deleted in its entirety and replaced with the revised attachment, which is attached.

FAILURE TO FILE A PROTEST WITHIN THE TIME PRESCRIBED IN SECTION 120.57(3), FLORIDA STATUTES, OR FAILURE TO POST THE BOND OR OTHER SECURITY REQUIRED BY LAW WITHIN THE TIME ALLOWED FOR FILING A BOND SHALL CONSTITUTE A WAIVER OF PROCEEDINGS UNDER CHAPTER 120, FLORIDA STATUTES.