



STATE OF WASHINGTON  
**HEALTH CARE AUTHORITY**

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

February 27, 2019

TO: Potential Bidders  
FROM: RFQQ Coordinator  
SUBJECT: RFQQ 3580 - SEBB Initial Enrollment Online Decision Support Platform

The purpose of Amendment # one (#1) to RFQQ 3580 is:

- Amend Section 1.2 Objectives and Scope of Work as shown below;
- Add a new Section 3.3 Quotations as shown below; and
- Provide Questions submitted by Bidders and Answers from HCA, attached below.

Amend Section 1.2:

The tool must be an out of the box solution and should guide the employee through a series of questions and decision points, including questions about their eligibility, whether or not they are seeking coverage for dependents, their customary use of health care services, preferences regarding physician access, and copays or coinsurance, including others.

New Section 3.3:

### 3.3 QUOTATIONS SECTION (SCORED)

The maximum fee for this contract must be Five Hundred Thousand Dollars (\$500,000.00) or less to be considered responsive to this RFQQ.

The evaluation process is designed to award this procurement not necessarily to the Bidder of least cost, but rather to the Bidder whose proposal best meets the requirements of this RFQQ. However, Bidders are encouraged to submit proposals which are consistent with state government efforts to conserve state resources.

#### 3.3.1. Identification of Costs (SCORED)

Identify all costs in U.S. dollars including expenses to be charged for performing the services necessary to accomplish the objectives of the contract. The Bidder is to submit a fully detailed budget including staff costs and expenses necessary to accomplish the tasks and to produce the deliverables under the contract, and a final, overall cost total. Bidders are required to collect and pay Washington state sales and use taxes, as applicable.

Costs for subcontractors are to be broken out separately. Please note if any subcontractors are certified by the Office of Minority and Women's Business Enterprises.

### 3.3.2. Computation

The score for the cost proposal will be computed by dividing the lowest cost bid received by the Bidder's total cost. Then the resultant number will be multiplied by the maximum possible points for the cost section.

Please note:

- All communication regarding this RFQQ must be directed to the RFQQ Coordinator at [contracts@hca.wa.gov](mailto:contracts@hca.wa.gov). All other communication will be considered unofficial and non-binding on HCA. Communication directed to parties other than the RFQQ Coordinator may result in disqualification of the potential Bidder.
- Proposals are due **March 6 by 3:00 pm**.

Thank you,

Ellen Wolfhagen  
RFQQ Coordinator  
[contracts@hca.wa.gov](mailto:contracts@hca.wa.gov)

**Amendment # 1**

**RFQQ #3580 - SEBB Initial Enrollment Online Decision Support Platform**

| # | Bidder Questions   | HCA Answers   |
|---|--|---|
| 1 | How many end users does HCA estimate will have personalized benefits assistance as measured by unique ID or user names?  | Approximately 145,000.  |
| 2 | If a vendor is able to build, test, deploy and manage the Online Decision Support Platform, customized to the requirements, workflows, user groups and unique to SEBB Program requirements, from the ground up, is this approach acceptable to SEBB, rather than an out of the box solution? | The requirement is a customizable out of the box solution.  |
| 3 | Does HCA require the Apparently Successful Bidder (ASB) to provide live 24/7 support directly to SEBB employees? Are there any requirements for end user support?  | By support we mean access to the Decision Support Platform 24/7. It is not intended to be a direct support to employees or for employees to contact the ASB. However, we are asking about your backend support in case of crashes, etc. |
| 4 | Regarding 1.2 Objectives and Scope of Work: <ul style="list-style-type: none"><li data-bbox="359 1052 1209 1117">• What is the level Personalize 24/7 service to assist the end users in understanding their benefit options? Is this 24/7 direct to end user?</li></ul>                     | The platform should have the ability to direct users to the best health plan benefit selections for their specific needs based on an algorithm.   |

- Please define personalized?

- Would the winning vendor have to provide “live call “ support, or is it expected that the application would provide all of the needed guidance and information to support the end users’ decisions? Or would the winning vendor be required to support end users or employees questions with a ticketing system, ala a help desk?

- Ultimately, the question is does the winning vendor need to supply support via logic and workflow present in the application, via live operators, via a ticketing system, or a combination of those three?

Your description describes a logic tree for benefits selection pathways, is this logic tree available or will this be devised after ASB award?

5

How much of the decision making logic or story board is currently available, and if available, can it be provided to the bidders? If not available now, would SEBB provide this workflow and decision tree diagrams to assist the Apparently Successful Bidder in designing an application that would match employee profile data to appropriate benefits plans?

6

The end users would need to understand how the information supplied affects their decisions. For example, do you have a spouse, do you have dependents, if not - then no need to do spousal attestation or provide dependent verification documents. Additional example questions: Do you see your provider frequently, do you see a specialist, so that the platform can "direct" the end user to review health plans that may be beneficial for their own unique situation.

The platform is expected to provide all the needed guidance and information to support the end users' decision. This is not intended to be a help desk, however the ASB should provide technical support on the use of the platform.

Logic and workflow.

The details of the logic tree will be developed following ASB award. However, the vendor should have an existing product that provides for a logic tree for benefits selection.

It is the expectation of HCA that the bidders would be experienced in the development of such an application so that HCA's role would be in providing details of the benefits and plans themselves.

7 What kind of source data is available for designed user profiles?

It is the expected that the bidders would have experience in user profiles for benefit selection.

8 In looking at 3.2, the suggested schedule is set up in an “Agile” methodology, allowing for iterative design. Is that development approach the preferred methodology of HCA? The alternative to this would be a waterfall approach where all specs are provided in detail, in advance of development. Waterfall approach is less desirable due to the lack of flexibility to make changes once the first version is delivered.

As indicated in the suggested schedule, there is a preference for Agile methodology.

9 What exactly are the state of Washington ADA requirements? Since ADA is an ACT, primarily left to each US state for specific interpretation and enforcement, which portions of ADA does the State of Washington require?

The information and user interface components must be presentable to users in ways they can perceive. The user interface components and navigation must be operable. The information and the operation of the user interface must be understandable. The content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

10 Is it a requirement to submit a performance plan for Office of Minority and Women’s Business Enterprises (OMWBE), set forth in RCW 43.60A.200 for firms certified by the Washington State Department of Veterans Affairs, and set forth in RCW 39.26.005 for firms that are Washington Small Businesses? Note: vendor does not employ any outside contractors to deliver its services today.

While Exhibit B must be filled out, participation is optional and not scored.

11 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 be registered to do business and pay taxes within Washington State.

12 Will there be a need for in-person meetings?

Yes, there will likely need to be at least 1 in-person meeting, a kick-off meeting to initiate the project.

|    |  |   |
|----|--|---|
| 13 | 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. |
| 14 | Can proposals be submitted via email?  | YES, please see Section 3 Proposal Contents   |
| 15 | Can you confirm that only those who responded to RFI #3211 are eligible to bid on RFQQ3580 SEBB Online Decision Support Platform?  | YES, please see Section 1.3 Minimum Qualifications.   |
| 16 | The RFQ does not specify that a proposed technology solution be described in detail in our response. Would it be helpful for HCA at this stage if we include somewhat detailed information about a proposed technology solution along with the other requirements in the RFQ, or would that discussion happen at a later time?                           | The detail should be included in your response to the RFQQ.   |
| 17 | The RFI described a "Virtual Benefits Fair" vision as one of three key deliverables, with a media overview and decisions support tool the second and third key deliverables. Can you describe how the current vision in the RFQ is consistent with this earlier vision? In particular, can you please describe how the vision has evolved since the RFI? | The RFQQ seeks only one deliverable of the 3 that were identified in the RFI. HCA is using other options available to it for the other deliverables.    |