



REQUEST FOR QUALIFICATIONS AND QUOTATIONS (RFQQ)

RFQQ NO. 2025HCA7

NOTE: *If you download this RFQQ from any source other than the Washington Electronic Business Solution (WEBS), you are responsible for registering in WEBS for your organization to receive any RFQQ amendments, including Bidder questions/agency answers. HCA is not responsible for any failure of your organization to register in WEBS or any other repercussions that may result to your organization because of this failure.*

PROJECT TITLE: Orthodontia Consultant

BID DUE DATE: May 29, 2025 by 2:00 p.m. Pacific Time, Olympia, Washington, USA.

Only e-mailed bids will be accepted.

ESTIMATED TIME PERIOD FOR CONTRACT: August 1, 2025 to June 30, 2027

The Health Care Authority reserves the right to extend the contract for up to 3 additional 1-year periods at its sole discretion, dependent on mutual agreement of the contract terms by the parties.

BIDDER ELIGIBILITY: This solicitation is open to those Bidders that satisfy the minimum qualifications stated herein and that are available for work in Washington State.

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1. INTRODUCTION

1.1 DEFINITIONS

Definitions for the purposes of this RFQQ include:

Apparent Successful Bidder (ASB) – The Bidder selected as the entity to perform the anticipated services under this RFQQ, subject to completion of contract negotiations and execution of a written contract.

Apple Health – an umbrella term or brand name of medical assistance programs (Washington State Medicaid) administered by HCA.

Approve – To agree or accept a proposed prior authorization.

Authorizations Services Office (ASO) – The HCA office responsible for processing Prior Authorization requests for specific services within an established timeframe to ensure medical necessity as well as cost effectiveness in accordance with privacy and security standards of the Health Insurance Portability and Accountability Act (HIPAA) and other applicable state standards. The ASO is committed to quality service and partnership with providers to improve clients' health and well-being.

Bid – A formal offer submitted in response to this solicitation. To be responsive, a Bid must include all items outlined in Section 3 (BID CONTENTS AND REQUIREMENTS). Two such items that may be referred to throughout this document are:

- 1) **Quotation** – Bidder's cost as described in Section 8 and Exhibit D.
- 2) **Qualifications** – Bidder's qualifications as described in Section 7 and Exhibit C.

Bidder – Individual or company interested in the RFQQ that submits a Bid to attain a contract with the Health Care Authority.

Business Day – Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the state of Washington, unless otherwise specified within the RFQQ.

Calendar Day – any day of the week, month, or year. Includes weekends and holidays. When "days" are not specified, Calendar Days shall prevail.

Centers for Medicare and Medicaid Services (CMS) – the federal office under the Secretary of the United States Department of Health and Human Services, responsible for the Medicare and Medicaid programs.

Client – An individual who is eligible for or receiving services through HCA program(s).

Dental Program Manager – The HCA individual whose duty is taking a high-level view of the entire program and strategically guiding staff and auxiliary personnel to ensure they are all working effectively toward the dental program's objective to increase access and utilization of Medicaid/Apple Health dental services.

Deny – Refusing or not accepting the conditions of a prior authorization.

Fair Hearing – A proceeding before an administrative law judge, HCA-employed presiding officer, or a review judge that gives a party an opportunity to be heard in disputes about medical services programs established under chapter 74.09 RCW.

Health Care Authority or HCA – An executive agency of the state of Washington that is issuing this RFQQ.

Handicapping Labio-Lingual Deviation Index (HLD) – One of the tools used to measure medical necessity of orthodontic treatment.

Health Insurance Portability and Accountability Act of 1996 (HIPAA) – As codified at 42 USC 1320d-8, as amended, and its attendant Regulations as promulgated by the U.S. Department of Health and Human Services (HHS), CMS, the HHS Office of the Inspector General, and the HHS Office for Civil Rights. HIPAA includes the Privacy, Security, Breach Notification, and Enforcement Rules at 45 C.F.R. Part 160 and Part 164.

Medically Necessary – A term for describing a requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate, or prevent worsening of conditions in the client that endanger life, or cause suffering or pain, or result in an illness, or infirmity, or threaten to cause or aggravate a handicap, or cause physical deformity or malfunction. There is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the client requesting the services. For the purposes of this section, “course of treatment” may include mere observation or, where appropriate, no treatment at all.

Orthodontics – treatment involving the use of any appliance, in or out of the mouth, removable or fixed, or any surgical procedure designed to redirect teeth and surrounding tissues.

Orthodontist – A dentist who specializes in Orthodontics, who is a graduate of a postgraduate program in Orthodontics that is accredited by the American Dental Association, and who meets the licensure requirements of the Department of Health.

Peer-to-Peer – The process by which a professional clinician reviews and resolves problems or misunderstands regarding orthodontic treatment with the requesting clinician.

Pend – Set a claim aside, awaiting additional information or documentation in order to Approve or Deny the request.

Prehearing Meeting – An informal meeting that may be held before any prehearing conference or hearing.

Prior Authorization (PA) – The requirement that a provider must request, on behalf of a Client and when required by rule or agency billing instructions, the agency or the agency's designee's approval to provide a health care service before the Client receives the health care service, prescribed drug, device, or drug-related supply. The agency or the agency's designee's approval is based on medical necessity. Receipt of PA does not guarantee payment. Expedited PA and limitation extension are types of PA.

Protected Health Information (PHI) – Information that relates to the provision of health care to an individual; the past, present, or future physical or mental health or condition of an individual; or past, present or future payment for provision of health care to an individual. 45 C.F.R. 160 and 164. PHI includes demographic information that identifies the individual or about which there is reasonable basis to believe, can be used to identify the individual. 45 C.F.R. 160.103. PHI is information transmitted, maintained, or stored in any form or medium. 45 C.F.R. 164.501. PHI does not include education records covered by the Family Educational Right and Privacy Act, as amended, 20 USC 1232g(a)(4)(b)(iv).

ProviderOne (P1) – the system commonly referred to as the Medicaid Management Information System (MMIS), and is the federally approved system used by the Washington Medicaid program to pay provider claims for goods and services authorized under the State Plan. The MMIS is certified by CMS and is the primary information system used by HCA to pay for health care.

Reject – A Prior Authorization is dismissed at line level due to incompleteness or not meeting criteria.

Request for Qualifications and Quotations (RFQQ) – Formal solicitation document in which a service or need is identified, and firms are invited to provide their qualifications and quotation to provide the services.

Revised Code of Washington (RCW) – The laws of the state of Washington, as enacted by the Legislature. Any references to specific titles, chapters, or sections of the RCW include any substitute, successor, or replacement title, chapter, or section. Pertinent RCW chapters can be accessed at: <http://apps.leg.wa.gov/rcw/>.

Subcontractor – A person, partnership, or entity not in the employment of or owned by the Bidder, who would be performing all or part of the services under this RFQQ under a separate contract with or on behalf of the Bidder. The term “Subcontractor” means Subcontractors in any tier.

Utilization Review (UR) – The process where requests for a health care services are evaluated against appropriate clinical criteria or treatment guidelines (“utilization”) for such services and includes the preparation of a recommendation based on that evaluation.

Washington’s Electronic Business Solution or WEBS – An internet-based bid notification system HCA uses to post competitive solicitations. Individuals and firms interested in state contracting opportunities with the Department of Enterprise Services or any state agency should [register](#) for competitive solicitation notices on WEBS. *Note: There is no cost to register on WEBS.*

1.2 ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES

Issue Request for Qualifications and Quotations	April 17, 2025
Pre-Bid Conference	April 30, 2025 – 2:30 p.m. PT
Letter of Intent Due	May 6, 2025 – 2:00 p.m. PT
Bidder Questions Due	May 8, 2025 – 2:00 p.m. PT
HCA Answers Posted*	May 16, 2025
Interested Subcontractor Responses Due	May 19, 2025
Interested Subcontractor List Posted*	May 20, 2025
Complaints Due (if applicable)	May 22, 2025
Bids Due	May 29, 2025 – 2:00 p.m. PT
Evaluate Bids*	May 30, 2025 – June 12, 2025
Conduct Oral Interviews with Finalists, if required	June 16, 2025 – June 20, 2025
Announce “Apparent Successful Bidder” via WEBS*	June 25, 2025
Debrief Request Deadline (<i>3 Business Days after the ASB announcement</i>)	June 30, 2025

Negotiate Contract	July 1, 2025 – July 31, 2025
Begin Contract Work	August 1, 2025

**Dates are anticipated and subject to change without an official amendment.*

HCA reserves the right in its sole discretion to revise the above schedule at any time.

1.3 PURPOSE AND OBJECTIVES

The Washington State Health Care Authority, hereafter called "HCA," is initiating this Request for Qualifications and Quotations (RFQQ) to solicit Bids from Orthodontists with a Washington State dental license and an advanced degree from an accredited orthodontic specialty program, or an organization that has Washington State licensed Orthodontists on staff interested in conducting Utilization Reviews and making medical necessity determinations for orthodontia services as defined by Washington Administrative Code (WAC) 182-501-0165 and WAC 182-535A for Apple Health/Medicaid clients. The Bidder would also be expected to provide expert testimony at dental hearings and assist other units within HCA as a subject matter expert.

The federal government, including the Center for Medicare and Medicaid Services (CMS), and the State of Washington all maintain security requirements regarding privacy, data access, and other areas including HIPAA and PHI information. The Apparent Successful Bidder (ASB) is required to comply with the Confidential Information Security Requirements set out in the sample contract attached to the RFQQ and be able to abide by the Washington Technology Solutions (WaTech) [Security Standards and Policies](#).

HCA intends to award one contract to provide the services described in this RFQQ.

1.4 BACKGROUND

HCA receives approximately 1,588 requests each month for approval of orthodontia services for Apple Health clients who must meet a minimum Handicapping Labiolingual Deviation Index (HLD) score, which is used to indicate the appropriateness of a proposed orthodontic treatment plan. HCA's Orthodontic Information Form, Attachment 1 of this RFQQ, includes HLD scoring instructions.

For the purposes of understanding work scope, over the last twelve (12) months, the average number of hours billed per month equals 320 hours of work, however no monthly guarantee of hours should be assumed.

1.5 SCOPE OF WORK

The Bidder must provide the services, staff, and do all things necessary for or incidental to the performance of work, as set forth below.

1. BACKGROUND

- 1.1 HCA administers programs that provide health care coverage for nearly 1 in 3 Washington residents as well as community behavioral health services, supports, recovery and prevention efforts for the entire state. HCA is the state's largest health care purchaser and oversees the Medicaid program (Apple Health), Public Employees Benefits (PEB), School Employees Benefits (SEB), and the COFA Islander Health Care Program. Through these programs, HCA covers nearly 2.6 million lives.

- 1.2 In Washington State, the Medicaid program is called “Apple Health.” Apple Health provides health coverage to over 2 million residents – adults and children. Although the majority of Apple Health clients are enrolled in managed care, some Clients receive services through the Medicaid fee-for-service (FFS) program, where HCA pays providers directly for each service they provide. Dental and orthodontic services are provided through the FFS program and the Contractor will conduct reviews for these services.

2. PURPOSE

- 2.1 Bidder shall perform timely, consistent high quality Utilization Review (UR) services to establish Medical Necessity and customize its review process to meet the HCA’s ongoing needs for UR services.
- 2.2 Requests for review will come from HCA’s Authorization Services Office (ASO) and medical necessity determinations for orthodontia services must follow Washington Administrative Code (WAC) 182-501-0165 and WAC 182-535A for Apple Health clients.
- 2.3 HCA requires that all reviews receive a recommendation from the Bidder including documentation of the rationale for that recommendation; and in some cases, providing a case specific report, or additional reports; or amendment reports, as applicable, to substantiate those recommendations.
- 2.4 The Bidder must be able to maintain a very high level of customer service with HCA’s participating providers and HCA staff and must be able to manage records consistent with best practices, federal, state and local laws, and all contract requirements.

3. OBJECTIVE AND SCOPE OF WORK

- 3.1 The Bidder must provide the services, staff, and do all things necessary for or incidental to the performance of work, as set forth below:
 - A. Bidder will attend a meeting on or around August 1, 2025. Per HCA’s discretion this meeting may take place remotely via virtual meeting platform. The finalized meeting date and time will be communicated to Bidder by HCA.
 - B. Bidder will provide all equipment necessary to perform the work outlined within this Scope of Work.
 - i. Bidder may request HCA owned computer equipment for use by the Contractor and its Subcontractors to perform the work required in this Scope of Work. HCA shall provide Bidder with HCA owned computer equipment for use provided that the Bidder’s request is approved by the Dental Program Manager and HCA’s Enterprise Technology Services.
 - C. Within five (5) Business Days of receipt from HCA staff:
 - i. Review initial Client orthodontia service prior to authorization requests and supporting material, such as photographs, x-rays, case studies, and study models.
 - ii. Evaluate whether each initial Client orthodontia service prior to authorization request meets the standard for being Medically Necessary based on criteria referenced in WAC 182-535A.
 - iii. Via the Bidder’s access to ProviderOne, document the clinical decision to Approve, Deny, Reject or Pend for each initial orthodontia services prior-authorization request.

- iv. Upon notification of receipt of additional information submitted to support a Pended Prior Authorization (PA) request:
 - a. Review supporting materials such as photographs, x-rays, case studies, and study models.
 - b. Evaluate whether the supporting materials meet the standards for being Medically Necessary.
 - c. Via the Bidder's access to ProviderOne, document their clinical decision to Approve, Deny, Reject or re-Pend for additional supporting material by the Client's orthodontia provider.
- v. Bidder will notify HCA of their recusal from any work assigned by HCA that is being handled at a facility in which Bidder has a business relationship.
- D. If necessary, and as requested by HCA, review grievances files by Clients regarding the quality of care provided by enrolled orthodontia providers:
 - i. Review each grievance and supporting material.
 - ii. Submit written recommendation to HCA staff as to the relative merit of each grievance.
- E. If necessary, and as requested by HCA, perform Peer-to-Peer contact:
 - i. Train providers regarding completion of HLD scoring index.
 - ii. Discuss complicated client submittals.
 - iii. Discuss decision making process.
- F. Post orthodontic treatment records:
 - i. Review post orthodontic treatment records and any supporting materials such as photographs, x-rays, case studies, and study models.
 - ii. Evaluate whether orthodontic services provided and paid by HCA meet the prevailing standards of care.
 - iii. Submit a written recommendation to HCA staff stating whether the orthodontic services provided and paid for by HCA met the prevailing standards of care.
- G. New orthodontic treatments, techniques, modalities, or services:
 - i. Review based upon evidence-based dental principles within the timeframe as requested by HCA staff.
 - ii. Evaluate appropriateness for Clients.
- H. Program policies, procedures, billing instructions, numbered memoranda, bulletins, proposed forms, proposed new or amended regulations, medical determination, or authorization criteria:
 - i. Review as requested by HCA against criteria and standards as provided by HCA staff.
 - ii. Submit recommendation to HCA staff.
- I. Meeting attendance is required either in person or virtual meeting platform on the following schedule:

- i. Monthly meetings at the outset of the program will be mutually agreed upon between HCA and all Contractors; and
 - ii. At HCA's sole discretion, the meeting schedule will be altered to meeting quarterly, instead of monthly.
- J. Fair hearing attendance is required according to the following criteria:
 - i. As requested by HCA staff; and
 - ii. As Bidder's work schedule and availability permits.
- K. Communications regarding work done under this Contract must be directed to the HCA Contract Manager.
- L. Work hours and availability:
 - i. Collaborate with the HCA Dental Program Manager to develop a work schedule.
 - ii. Proactively communicate changes in work schedule to the HCA Dental Program Manager including but not limited to vacations and out of the office.
 - iii. Check work email every day the Bidder is scheduled to work.
 - iv. Review and manage Outlook calendar to ensure that you are attending meetings and fair hearings.
 - v. Comply with HCA WAC rules and provider guidelines regarding coverage and determining medical necessity.
- M. In an effort to provide best value and high-quality services, the Bidder and HCA agree to collaborate to improve processes and reporting through the term of the Contract.
- N. Establish a profile for the Contract and any Subcontractor(s) giving access to the ProviderOne system for the purpose of reviewing PA requests and recording recommendations for clinical decisions.
- O. Orient the Bidder and any Subcontractor(s) to ProviderOne and NEA.
- P. Provide Bidder and any Subcontractor(s) with VPN access and support to accomplish tasks described within this Statement of Work.
- Q. Provide up-to-date online manuals, tutorials, and reference links.
- R. Provide calibration workshops on an as needed basis, as determined by HCA.

4. Required Reporting

- 4.1 Bidder must submit to Dental Program Manager an accounting of the number of PA requests complete and meetings attended for that month within thirty (30) calendar days.

5. Performance Measures

- 5.1 HCA reserves the right to place penalties on Bidder's monthly invoice based on the table provided in Exhibit B, Draft Contract, Attachment 4, Performance Measures.

1.6 MINIMUM QUALIFICATIONS

The following are the minimum qualifications for Bidders:

- A. Licensed to do business in the state of Washington or provide a commitment that it will become licensed in Washington within thirty (30) Calendar Days of being selected as the ASB.
- B. Must comply with all [WaTech Security Standards and Policies](#).
- C. One (1) year experience administering a dental health program or clinic.
- D. The ability to enter UR decisions into an electronic records system.
- E. The ability to collaborate with HCA dental program concerning final determination PA.
- F. The ability to collaborate with other consultants and program staff.
- G. Education and experience qualifications for Orthodontist(s):
 - i. At least five (5) years' experience as a practicing Washington State licensed Orthodontist.
 - ii. Must be a graduate of a post-doctoral program in the advanced study of Orthodontics.
 - iii. Must possess a current, active-status Washington State professional dental license and not presently be debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participating in any State or Federal program.
 - iv. Must not have in the last ten (10) years' record of:
 - a. Any license, certificate, registration or other privilege to practice a health care profession denied, revoked, suspended, or restricted by any state, federal, or foreign authority.
 - b. Surrendered a credential to practice a health care profession in connection with or to avoid action by a state, federal, or foreign authority.

1.7 FUNDING

HCA has budgeted an amount not to exceed Six Hundred Thirty-Nine Thousand Dollars (\$639,000.00) for this project. Bids in excess of \$639,000.00 will be considered non-responsive and will not be evaluated.

Any contract awarded as a result of this solicitation is contingent upon the availability of funding.

1.8 PERIOD OF PERFORMANCE

The period of performance of any contract resulting from this RFQQ is tentatively scheduled to begin on or about August 1, 2025 and to end on June 30, 2027. Amendments extending the period of performance, if any, will be at the sole discretion of HCA.

HCA reserves the right to extend the contract for three (3) one (1) year periods.

1.9 ADA

HCA complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFQQ Coordinator to receive written information in another format (e.g., large print, audio, accessible electronic formats, and other formats).

2. GENERAL INFORMATION FOR BIDDERS

2.1 RFQQ COORDINATOR

The RFQQ Coordinator is the sole point of contact in HCA for this solicitation. All communication between the Bidder and HCA upon release of this RFQQ must be with the RFQQ Coordinator, as follows:

Name	Jennifer Burnham
E-Mail Address	HCAProcurements@hca.wa.gov

Any other communication will be considered unofficial and non-binding on HCA. Bidders are to rely on written statements issued by the RFQQ Coordinator. Communication directed to parties other than the RFQQ Coordinator may result in disqualification of the Bidder.

2.2 PRE-BID CONFERENCE

A pre-bid conference is scheduled to be held on April 30, 2025 at 2:30 p.m., Pacific Time via a video-conferencing tool at HCA's discretion. All prospective Bidders should attend; however, attendance is not mandatory. An agenda containing meeting details will be posted as an amendment to this solicitation.

HCA will be bound only to HCA written answers to questions. Questions arising at the pre-bid conference or in subsequent communication with the RFQQ Coordinator will be documented and answered in written form. A copy of the questions and answers will be posted on WEBS as an Amendment to this RFQQ.

2.3 LETTER OF INTENT TO BID (MANDATORY)

To be eligible to submit a Bid, a Bidder must submit a Letter of Intent to Bid. The Letter of Intent to Bid must be emailed to the RFQQ Coordinator, listed in Section 2.1, and must be received by the RFQQ Coordinator no later than the date and time stated in the Solicitation Schedule, Section 1.2. The subject line of the email must include the following: 2025HCA7 – Letter of Intent to Bid – Health Care Authority.

The Letter of Intent to Bid may be attached to the email as a separate document, in Word or PDF, or the information may be contained in the body of the email.

Information in the Letter of Intent to Bid should be placed in the following order:

- A. Bidder's Organization Name;
- B. Bidder's authorized representative for this RFQQ (who must be named the authorized representative identified in the Bidder's Bid);
- C. Title of authorized representative;
- D. Address, telephone number, and email address;
- E. Statement of intent to bid; and

- F. A statement of how the Bidder meets ALL the minimum requirements specified in Section 1.6 of this RFQQ.

HCA may use the Letters of Intent to Bid as a pre-screening to determine whether Minimum Qualifications are met.

2.4 INTERESTED SUBCONTRACTOR LIST

HCA supports and encourages contracts and subcontracts with small, diverse, and veteran-owned businesses. To support participation in this process, the RFQQ Coordinator will add a list of Interested Subcontractors to the RFQQ. The RFQQ Coordinator will prepare the List based on the timely and complete submission of specific information requested in this section. The purpose of the List is to communicate to prime bidders the capabilities of interested subcontractors who can perform components of this RFQQ's Scope of Work.

A. Interested Subcontractor Instructions

- i. Failure to follow the instructions in this Section may prevent your information from being included in the List.
- ii. An interested party must complete the below table to submit their firm name, contact information, and the summary of their capabilities as they relate to this RFQQ's Scope of Work. Submissions are limited to what is requested in the table below and capability summaries must be two paragraphs or less.
- iii. The RFQQ Coordinator will only include the information requested below. Do not submit marketing materials.
- iv. Submissions must be emailed to the RFQQ Coordinator, with the subject line "RFP # Interested Subcontractor List – [Interested Subcontractor Name]" by the date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- v. All material submitted for the Interested Subcontractor List becomes a public record.

Interested Subcontractor Name	Contact Name	Contact Address, Phone Number, and Email Address	Summary of your capabilities as it relates to the Scope of Work

B. Posting Date

Complete and timely submissions will be compiled and posted in alphabetical order by interested subcontractor name. HCA anticipates the List will be posted as an RFP amendment on the *Interested Subcontractor List Posted* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Late submissions will not be posted.

C. Information Provided As-Is

The Interested Subcontractor List is provided as an opportunity to support participation in this RFQQ. HCA provides this information as a courtesy with no warranties or representations as to any party and no guarantee of a subcontract. The Interested Subcontractor List shall not be construed as an endorsement by the state of Washington or HCA. The interested party is responsible for the completeness and accuracy of their submission.

2.5 BIDDER QUESTIONS PERIOD

Bidders are provided an opportunity to ask questions during the bidder question period which starts on the date of the RFQQ posting and concludes on the *Questions Due* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).

- A. Questions regarding the RFQQ will only be accepted in writing, sent by email to the RFQQ Coordinator. The Bidder must use the following email subject line when submitting questions: "RFQQ # Question(s) – [Bidder Name]" to ensure timely receipt.
- B. HCA anticipates it will post answers to the questions in WEBS as an RFQQ amendment on the *Answers Posted* date specified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).
- C. HCA is under no obligation to respond to any questions received after the *Questions Due* date but may do so at its discretion.

2.6 SUBMISSION OF BIDS

Bids must be received by the RFQQ Coordinator no later than the *Bid Due* deadline in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES). Bids must be submitted electronically as an attachment to an e-mail to the RFQQ Coordinator at the e-mail address listed in Section 2.1, and meet the following requirements:

- A. Attachments to e-mail must be in Microsoft Word format or PDF except Exhibit D, Quotation which must be submitted as an Excel attachment.
- B. The Quotation must be submitted as a separate attachment.
- C. Zipped files cannot be received by HCA and cannot be used for submission of Bids.
- D. The forms and certifications that require authorized signature (as designated in section 3.1, BID CONTENTS OVERVIEW) must have a signature of the individual within the organization authorized to bind the Bidder to the offer.
- E. HCA does not assume responsibility for problems with Bidder's e-mail. If HCA e-mail is not working, appropriate allowances will be made.

Bidders should allow sufficient time to ensure timely receipt of the bid by the RFQQ Coordinator. Late bids will not be accepted and will be automatically disqualified from further consideration, unless HCA e-mail is found to be at fault or HCA deems a grace period is in the best interest of the State. All bids and any accompanying documentation become the property of HCA and will not be returned.

2.7 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

Bids submitted in response to this RFQQ will become the property of HCA. All bids received will remain confidential until the Apparent Successful Bidder is announced; thereafter, the bids will be deemed public records as defined in chapter 42.56 of the Revised Code of Washington (RCW).

Any information in the bid that the Bidder desires to claim as proprietary and exempt from disclosure under chapter 42.56 RCW, or other state or federal law that provides for the nondisclosure of a document, must be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified and must reference either: (1) the specific basis claimed under 42.56 RCW, or (2) a statement of why the information is designated propriety. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right-hand corner of the page. Marking the entire bid exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the Bidder has marked as "Proprietary Information," HCA will notify the Bidder of the request and of the date that the records will be released to the requester unless the Bidder obtains a court order enjoining that disclosure. If the Bidder fails to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified. If a Bidder obtains a court order from a court of competent jurisdiction enjoining disclosure pursuant to chapter 42.56 RCW, or other state or federal law that provides for nondisclosure, HCA will maintain the confidentiality of the Bidder's information per the court order.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee will be charged for inspection of contract files, but 24 hours' notice to the RFQQ Coordinator is required. All requests for information should be directed to the RFQQ Coordinator.

The submission of any public records request to HCA pertaining in any way to this RFQQ will not affect the solicitation schedule, as outlined in Section 1.2, unless HCA, in its sole discretion, determines that altering the schedule would be in HCA's best interests.

2.8 REVISIONS TO THE RFQQ

If HCA determines in its sole discretion that it is necessary to revise any part of this RFQQ, then HCA will publish addenda on WEBS. For this purpose, the published questions and answers and any other pertinent information will be provided as an addendum to the RFQQ and will be published on WEBS.

HCA also reserves the right to cancel or to reissue the RFQQ in whole or in part, prior to execution of a contract.

2.9 COMPLAINT PROCESS

The complaint process allows potential Bidders to focus on the solicitation requirements and evaluation process and raise issues early enough in the process to allow HCA to correct a problem before bids are submitted. The complaint period starts on the date of the RFQQ posting and concludes on the *Complaints Due* date identified in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES).

- A. Potential Bidders may submit a complaint to HCA based on any of the following:
 - i. The RFQQ unnecessarily restricts competition;
 - ii. The RFQQ evaluation or scoring process is unfair or unclear; or
 - iii. The RFQQ requirements are inadequate or insufficient to prepare a response.

B. For a complaint to be considered, it must be received by HCA by 5:00 pm PT on the *Complaints Due* date identified in Section 1.2. The complaint must:

- i. Be in writing;
- ii. Be sent to the RFQQ Coordinator, or designee;
- iii. Clearly articulate the basis for the complaint; and
- iv. Include a proposed remedy.

C. HCA will address any complaint as follows:

- i. The RFQQ Coordinator, or designee will respond to the complaint in writing.
- ii. The response to the complaint and any changes to the RFQQ will be posted on WEBS.
- iii. The Director of HCA will be notified of all complaints and will be provided a copy of HCA's response.

Complaints may not be raised again during a protest and HCA's action or inaction in response to a complaint will be final. There is no appeal process.

2.10 RESPONSIVENESS

The RFQQ Coordinator will review all bids to determine compliance with administrative requirements and instructions specified in this RFQQ. A Bidder's failure to comply with any part of the RFQQ may result in rejection of the bid as non-responsive.

HCA also reserves the right at its sole discretion to waive minor administrative irregularities.

2.11 MOST FAVORABLE TERMS

HCA reserves the right to make an award without further discussion of the bid submitted. Therefore, the bid should be submitted initially on the most favorable terms which the Bidder can propose. HCA reserves the right to contact a Bidder for clarification of its bid.

The ASB should be prepared to accept this RFQQ for incorporation into a contract resulting from this RFQQ. The contract resulting from this RFQQ will incorporate some, or all, of the Bidder's bid. The bid will become a part of the official solicitation file on this matter without obligation to HCA.

2.12 RECEIPT OF INSUFFICIENT NUMBER OF BIDS

If HCA receives only one responsive bid as a result of this RFQQ, HCA reserves the right to either: 1) directly negotiate and contract with the Bidder; or 2) not award any contract at all. HCA may continue to have the Bidder complete the entire RFQQ. HCA is under no obligation to tell the Bidder if it is the only Bidder.

2.13 NO OBLIGATION TO CONTRACT

This RFQQ does not obligate HCA to enter into any contract for services specified herein.

2.14 REJECTION OF BIDS

HCA reserves the right, at its sole discretion, to reject any and all bids received without penalty and not to issue any contract as a result of this RFQQ.

2.15 SUBCONTRACTOR PARTICIPATION MONITORING AND REPORTING

Pursuant to Executive Order 22-01, Equity in Public Contracting (dated 01/07/2022), Bidders using Subcontractors for any part of this work will be subject to the requirements of this section if awarded a contract as a result of this solicitation.

Once a contract is awarded through the solicitation process, the awarded Contractor is obligated to complete a new vendor registration in Access Equity. Access Equity (B2Gnow) is a secure business diversity management system available online at <https://omwbe.diversitycompliance.com/>.

Confidential Information (e.g., Tax ID, etc.) will not be published in Access Equity. Contractors that have previously registered with B2Gnow for any public entity, must verify and ensure that Access Equity contains their most up-to-date registration information. Contractors can navigate online to Access Equity at <https://omwbe.diversitycompliance.com/> or through a direct link on the Office of Minority and Women's Business Enterprises (OMWBE) website at: <https://omwbe.wa.gov/>.

During the contract term, the Contractor will report monthly payments to all relevant Subcontractors in Access Equity. Monthly reporting information includes total dollar payments made to relevant Subcontractors, payment dates, and any additional information required to verify payment to Subcontractors. The Contractor will enter this payment information into Access Equity, and the Subcontractors will verify this payment information in the system. This requirement applies to both Contractors and Subcontractors. Online training is available through Access Equity.

3. BID CONTENTS AND REQUIREMENTS

3.1 BID CONTENTS OVERVIEW

Bids must be submitted per the instructions in Sections 2.6 (SUBMISSION OF BIDS) and 3.2 (BID REQUIREMENTS AND GUIDELINES) in the order noted below.

A. Bidder Forms and Certifications (Exhibit A)

All the following are included in Exhibit A:

- i. Bidder Profile & Submittal Form* (Section 3.3 and Exhibit A, Section A)
- ii. Diverse Business Inclusion Plan (Section 3.4 and Exhibit A, Section B)
- iii. Executive Order 18-03 Worker's Rights* (Section 3.5 and Exhibit A, Section E)

B. Draft Contract (Section 3.6 and Exhibit B)

C. Qualifications (Section 3.7 and Exhibit C)

D. Quotation (Section 3.8 and Exhibit D)

E. Washington State Purchasing Priorities (Exhibit E)

**Authorized signature required*

3.2 BID REQUIREMENTS AND GUIDELINES

Bids must comply with the requirements or restrictions listed below. Failure to do so may result in the disqualification of the Bidder's Bid:

- A. State the Bidder's full legal name on the first or cover page of the Bid.
- B. Bids must provide information in the same order as presented in this RFQQ and with the same headings. Title and number each item in the same way it appears in the RFQQ. Each question must be restated prior to the Bidder's response.
- C. **All items listed in Section 3.1 (BID CONTENTS OVERVIEW) must be included as part of the Bid for the Bid to be considered responsive;** however, only the following items will be scored during the evaluation process: Executive Order 18-03 Worker's Rights, Qualifications, Quotation, and Washington State Purchasing Priorities.
- D. Page limits stated in this RFQQ are determined by counting single sides of the response. HCA has no obligation to read, consider, or score any material exceeding the stated page limits. There will be no grounds for protest if critical information is on the pages exceeding the specified page limit that is not reviewed.
- E. Bidders are liable for all errors or omissions contained in their Bids. Bidders will not be allowed to alter Bid documents after the deadline for Bid submission. HCA is not liable for any errors in Bids.

HCA is under no obligation to consider any supplemental materials submitted that were not requested.

3.3 BIDDER PROFILE & SUBMITTAL FORM (MANDATORY)

Exhibit A, Bidder Forms and Certifications, Section A, Bidder Profile & Submittal Form must be completed in its entirety and signed and dated by a person authorized to legally bind the Bidder to a contractual relationship (e.g., the President or Executive Director if a corporation, the managing partner if a partnership, or the proprietor if a sole proprietorship).

3.4 DIVERSE BUSINESS INCLUSION PLAN (MANDATORY)

Exhibit A, Bidder Forms and Certifications, Section B, Diverse Business Inclusion Plan must be completed in its entirety. In accordance with legislative findings and policies set forth in RCW 39.19 the state of Washington encourages participation in all contracts by firms certified by the 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. Participation may be either on a direct basis or on a Subcontractor basis. However, no preference on the basis of participation is included in the evaluation of Diverse Business Inclusion Plans submitted, and no minimum level of minority- and women-owned business enterprise, Washington Small Business, or Washington State certified Veteran Business participation is required as a condition for receiving an award. Any affirmative action requirements set forth in any federal governmental regulations included or referenced in the contract documents will apply.

3.5 EXECUTIVE ORDER 18-03 (SCORED)

Bidder must review Exhibit A, Bidder Forms and Certifications, Section C and respond as to whether the Bidder requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses and class or collective action waivers.

3.6 DRAFT CONTRACT (MANDATORY)

The ASB will be expected to enter into a contract which is substantially the same as the sample contract and its general terms and conditions attached as Exhibit B. HCA will not accept any draft contracts prepared by any Bidder. The Bidder must be prepared to agree to all terms of the attached Exhibit B, Draft Contract, as presented or the Bid may be rejected. If Bidder has exceptions to the terms and conditions, they must include with their Bid a copy of the Draft Contract with redline edits/comments documenting the changes they propose to be made if selected as ASB. If the Bidder fails to identify an objection to any particular term or condition, the term or condition will be deemed agreed to by the Bidder. HCA will review requested exceptions and accept or reject the same at its sole discretion.

If, after the announcement of the ASB, and after a reasonable period of time, the ASB and HCA cannot reach agreement on acceptable terms for the Contract, the HCA may cancel the selection and Award the Contract to the next most qualified Bidder

3.7 QUALIFICATIONS (SCORED)

Exhibit C, Qualifications must be completed in its entirety in accordance with the page limits identified within the Exhibit (See Section 3.2(E)). Bidder should respond using Exhibit C as its template, to ensure compliance with the formatting requirements outlined in Section 3.2(B).

3.8 QUOTATION (SCORED)

Maximum available points: 300

The maximum cost proposed for this contract must be Six Hundred and Thirty-Nine Thousand Dollars (\$639,000.00) or less to be considered responsive to this RFQQ.

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

A. Identification of Costs

- i. Bidder will complete Exhibit D, Quotation, to provide their proposed hourly rate. All hourly rates provided by Bidders are to be not-to-exceed (NTE) rates. The resulting ASB(s) will be required to honor their Proposal's NTE rates during contract negotiations. Bidder must consider all pricing considerations in their hourly rate, including at minimum, staff costs, estimates for any applicable sales and use taxes (see 3.A(ii) below), and any expenses necessary to accomplish the tasks and to produce the deliverables under the contract.
- ii. ASB(s) will be required to collect Washington state sales and use taxes from HCA, as applicable, and for remittance of payment to the Washington State Department of Revenue (DOR). Bidders must identify any expenses to which Washington State sales and use taxes apply in the Quotation and include an estimated amount for such taxes (based on the current tax rate(s)). HCA understands these amounts may fluctuate as tax rates fluctuate. If a tax isn't specifically identified, HCA will assume it is included in the costs identified.

B. Quotation

Bidder will complete Exhibit D to provide their quotation. Bidder may review the table provided below* as a guide to develop their hourly rate.

Duty	Duty description	Average % of time dedicated to duty type
Prior Authorization Adjudications	<ul style="list-style-type: none"> Review authorization requests with supporting documentation submitted by providers <ul style="list-style-type: none"> Clinical information Photographs Radiographs Chart notes Determine medical necessity based on criteria per WAC 182-535A-0040 and 182-501-0165. <ul style="list-style-type: none"> HLD score of 25+ Craniofacial anomalies. Functional concerns that are medically necessary 	70%

Meeting Attendance	<ul style="list-style-type: none"> Attend and participate in Prehearing Meetings Administrative Hearings. This includes: <ul style="list-style-type: none"> Re-reviewing authorization request from providers. Discuss with assigned HCA legal representative. Review, complete and sign written declaration that is created and formatted by legal. Attend and participate in meetings internal and/or external stakeholders 	20%
Review and Assist	<ul style="list-style-type: none"> Audit reviews Other tasks requiring a Subject Matter Expert (SME) when assigned by HCA Dental Program Managers 	10%

**This data is for informational purposes only, there is no monthly or overall guarantee of hours that should be assumed. Billable duty volumes and Prior Authorization forms may change per HCA's discretion.*

4. EVALUATION AND CONTRACT AWARD

4.1 EVALUATION PROCEDURE

Responsive Bids will be evaluated strictly in accordance with the requirements stated in this RFQQ and any addenda issued. The evaluation of bids will be accomplished by an evaluation team, to be designated by HCA, which will determine the ranking of the bids. Evaluation teams could be comprised of internal (HCA) and external individuals. Evaluations will only be based upon information provided in the Bidder's Bid.

- A. All bids received by the stated deadline in Section 1.2 (ESTIMATED SCHEDULE OF SOLICITATION ACTIVITIES) will be reviewed by the RFQQ Coordinator to ensure that they contain all of the required information requested in the RFQQ. Only responsive bids that meet the requirements will be evaluated by the evaluation team. Any Bidder who does not meet the stated qualifications or any bid that does not contain all the required information will be rejected as non-responsive.
- B. HCA may, at its sole discretion, waive minor administrative irregularities.
- C. The RFQQ Coordinator may, at their sole discretion, contact the Bidder for clarification of any portion of the Bidder's Bid. Bidders should take every precaution to ensure that all answers are clear, complete, and directly address the specific requirement.
- D. Responsive Qualifications will be reviewed and scored by an evaluation team using the weighted scoring system described in Section 4.2 (EVALUATION WEIGHTING AND SCORING). Qualifications will be evaluated strictly in accordance with the requirements set forth in this RFQQ and any addenda issued.
- E. The evaluation of the Quotation, Executive Order 18-03, and the Washington State Purchasing Priorities will be completed by the RFQQ Coordinator.
- F. HCA, at its sole discretion, may elect to select finalists for an oral interview.
- G. HCA reserves the right to award the contract to the Bidder whose bid is deemed to be in the best interest of HCA and the state of Washington.

4.2 EVALUATION WEIGHTING AND SCORING

Bidders' final scores will be based on the following scored items: Executive Order 18-03, Qualifications, Quotations, and Oral Interview (if required).

A. Executive Order 18-03

Pursuant to RCW 39.26.160(3) and consistent with Executive Order 18-03 – Supporting Workers' Rights to Effectively Address Workplace Violations (dated June 12, 2018), HCA will evaluate bids for best value and provide a preference in the amount of 40 points to any Bidder who certifies, pursuant to the certification included in Exhibit A, Bidder Forms and Certifications, Section C, that their firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver. Bidders that do require their employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waiver will not be disqualified from evaluation of this RFQQ, however they will receive 0 out of 40 points for this section.

B. Scoring for Qualifications

Each question in Exhibit C, Qualifications has been assigned a weight. Points will be assigned to each question based upon the average of all evaluation team members scores for the question (0-10) multiplied by the weight indicated below. Individual question scores will then be combined to result in the Bidder's total weighted score. Any point calculations that result in decimal points will be rounded to the nearest whole number. The weight and maximum points for each question are as outlined in the following Evaluation Table:

Evaluation Table		
Section Title	Weight	Maximum Points
Experience	12	120
Key Contractor Staffing (subcontractors)	10	100
Internal Controls	8	80
Schedule	14	140
Capability	16	160
Qualifications Maximum Points		600

C. Scoring Rubric for Qualifications Written Response

Evaluators will score the sections outlined in the Evaluation Table above using the following (0-10) scoring rubric:

Scoring Rubric		
Score	Description	Scoring Criteria
10	Far Exceeds Requirements	The Bidder has provided an innovative, detailed, and thorough response to the requirement, and clearly demonstrates a high level of experience with, or understanding of the requirement.
7	Exceeds Requirements	The Bidder has demonstrated an above-average capability, approach, or solution and has provided a complete description of the capability, approach, or solution.
5	Meets Requirements	The Bidder has an acceptable capability of solution to meet this criterion and has described its approach in sufficient detail to be considered "as substantially meeting the requirements".
3	Below Requirements	The Bidder has established some capability to perform the requirement but descriptions regarding their approach are not sufficient to demonstrate the Bidder will be fully able to meet the requirements.
1	Substantially Below Requirements	The Bidder has not established the capability to perform the requirement, has marginally described its approach, or has simply restated the requirement.
0	No Value	The Bidder does not address any component of the requirement, or no information was provided.

D. Scoring of Quotation

Exhibit D, Quotation will be scored based on the lowest proposed total cost. Points will be computed according to the formula below. The maximum number of points possible is 300. Any point calculations that result in decimal points will be rounded to the nearest whole number.

Lowest Quotation	x	Quotation Maximum Points	=	Bidder's Quotation Points
Bidder's Quotation				

For example (dollar amounts are for illustrative purpose only):

Quotation			
Bidder No.	Bidder's Quotation	Lowest Quotation	Awarded Points
1	60.00	55.00	275
2	75.00	55.00	220
3	55.00	55.00	300
4	100.00	55.00	165

E. Washington State Purchasing Priorities

Exhibit E, Washington State Purchasing Priorities must be completed and returned by the Bidder. Bidders should check the applicable box(es) indicating which, if any, of the identified certifications are applicable to the Bidders' business. Definitions for listed certifications can be found at: Department of Enterprise Services (DES) (wa.gov).

The RFP Coordinator will score Exhibit E, *Washington State Purchasing Priorities* using the following (0-10) scoring rubric:

Scoring Rubric		
Score	Description	Scoring Criteria
10	Bidder Certification Applies	The Bidder has checked the box indicating their designated certification applies.
0	Bidder Certification Does Not Apply	The Bidder has checked the box 'None of these designations apply' or does not have designated certification listed.

F. **Total Score**

Evaluation Table – All Scored Items		
Section/Exhibit	Title	Maximum Points
3.5, Exhibit A	Executive Order 18-03	40
3.7, Exhibit C	Qualifications	600
3.8, Exhibit D	Quotation	300
3.10, Exhibit E	Washington State Purchasing Priorities	60
Total Maximum Points		1000

G. Oral Interviews (optional)

HCA may after evaluating Qualifications, elect to schedule oral interviews of the Bidders who scored highest on the combined score for Executive Order 18-03, Qualifications, Quotations, and Washington State Purchasing Priorities (finalists). Should oral interviews become necessary, HCA will contact the finalists to provide further details and schedule the interviews. Commitments made by the Bidder at the oral presentation, if any, will be considered binding. Internal and external participants/evaluators may be present at oral interviews. The evaluation and ranking of oral interviews will be accomplished by an evaluation team, designated by HCA, who will score oral interviews using a Strengths-Weaknesses-Opportunities-Risks (SWOR) Analysis. The oral presentation will determine the Apparent Successful Bidder.

<u>SWOR Analysis</u>		
SWOR	Bidder 1	Bidder 2
Strengths		
Weakness		
Opportunities		
Risks		
Ranking		
Strengths	What separates them from the competition?	
Weakness	Where do they need to improve?	
Opportunities	What gives them a competitive edge?	
Risks	Issues that could negatively impact the project?	

4.3 BEST AND FINAL OFFER (BAFO)

HCA reserves the right to use a Best and Final Offer (BAFO) before awarding any contract to further assist in determining the ASB(s).

4.4 SUBSTANTIALLY EQUIVALENT SCORES

Substantially Equivalent Scores are scores separated by two percent or less in total points. If multiple bids receive a Substantially Equivalent Score, HCA may leave the matter as scored, or select as the ASB the one bid that is deemed by HCA, in its sole discretion, to be in HCA's best interest relative to the overall purpose and objective as stated in Section 1.3 of this RFQQ.

If applicable, HCA's best interest will be determined by HCA staff, who have sole discretion over this determination. The basis for such determination will be communicated in writing to all Bidders with Substantially Equivalent Scores.

4.5 NOTIFICATION TO BIDDERS

HCA will announce the ASB to all Bidders via the WEBS notification system.

4.6 DEBRIEFING OF UNSUCCESSFUL BIDDERS

Any Bidder who has submitted a bid and been notified it was not selected for contract award may request a debriefing conference. The request for a debriefing conference must be received by the RFQQ Coordinator no later than 5:00 p.m., Pacific Time, within three (3) Business Days after the Unsuccessful Bidder Notification is e-mailed to the Bidder. The debriefing will be held within three (3) Business Days of the request, or as schedules allow.

Discussion at the debriefing conference will be limited to the following:

- A. Evaluation and scoring of the Bidder's Bid;
- B. Critique of the Bid based on the evaluation; and
- C. Review of the Bidder's final score in comparison with other final scores without identifying the other Bidders.

Topics a Bidder could have raised as part of the COMPLAINT PROCESS (Section 2.9) cannot be discussed as part of the debriefing conference, even if the Bidder did not submit a complaint.

Comparisons between bids, or evaluations of the other bids will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of thirty (30) minutes.

4.7 PROTEST PROCEDURE

A protest may be made only by Bidders who submitted a bid in response to this RFQQ and who have participated in a debriefing conference. Upon completing the debriefing conference, the Bidder is allowed five (5) Business Days to file a protest. Protests must be received by the Contracts Administrator no later than 4:30 p.m., Pacific Time, on the fifth Business Day following the Bidder's debriefing. Protests must be submitted by e-mail to ensure timely receipt.

Consistent with RCW 39.26.030, bid submissions and bid evaluations will be available for public inspection following the announcement of ASB(s). If requested by a Bidder who received a debriefing pursuant to Section 4.6, the protest period will not conclude before the requestor has been provided with the applicable bid submissions and bid evaluations and provided five (5) Business Days to review the same. Bidder is responsible for notifying the RFQQ Coordinator of any such public disclosure requests so the timeline can be adjusted accordingly.

Bidders protesting this RFQQ must follow the procedures described below. Protests that do not follow these procedures will not be considered. This protest procedure constitutes the sole administrative remedy available to Bidders under this RFQQ.

- A. All protests must be in writing, addressed to the Contracts Administrator, and signed by the protesting party or an authorized agent. The protest must state (1) the RFQQ number, (2) the grounds for the protest with specific facts, (3) complete statements of the action(s) being protested, and (4) the relief or corrective action being requested. Protests must be emailed to contracts@hca.wa.gov with the following subject line: "RFQQ # Protest – [Bidder Name]"
- B. Only protests alleging an issue of fact concerning the following subjects will be considered:

- i. A matter of bias, discrimination, or conflict of interest on the part of an evaluator;
- ii. Errors in computing the score; or
- iii. Non-compliance with procedures described in the RFQQ, HCA's protest process, or Department of Enterprise Services (DES) policy requirements (POL-DES-170-00).

Protests based on anything other than those items listed above will not be considered. Protests will be rejected as without merit to the extent they address issues such as: 1) an evaluator's professional judgment on the quality of a bid; or 2) HCA's assessment of its own needs or requirements.

- C. Upon receipt of a protest, HCA will undertake a protest review. The HCA Director, or an HCA employee delegated by the HCA Director who is a neutral party with no involvement in the evaluation and award process (Protest Officer), will review and respond to the protest. If the HCA Director delegates the protest review to an HCA employee, the Director nonetheless reserves the right to make the final agency decision on the protest. The Protest Officer will have the right to seek additional information regarding the solicitation from sources they deem appropriate in order to fully consider the protest.
- D. If HCA determines in its sole discretion that a protest from one Bidder may affect the interests of another Bidder, then HCA may invite such Bidder to submit its views and any relevant information on the protest to the Protest Officer. In such a situation, the protest materials submitted by each Bidder will be made available to all other Bidders upon request.
- E. The Protest Officer will issue a written protest response no more than ten (10) Business Days after receipt of the protest, unless additional time is needed, in which case HCA will notify the protesting Bidder in writing. The Protest Officer's decision is final unless the HCA Director exercises their right to make the final agency decision on the protest. There will be no appeal process.
- F. The final determination of the protest will:
 - i. Find the protest lacking in merit and uphold HCA's action; or
 - ii. Find only technical or harmless errors in HCA's acquisition process and determine HCA to be in substantial compliance and reject the protest; or
 - iii. Find merit in the protest and provide options to the HCA Director, which may include:
 - 1) Correct the errors and re-evaluate all bids; or
 - 2) Issue a new solicitation document and begin a new process; or
 - 3) Make other findings and determine other courses of action as appropriate.

If the protest is not successful, HCA will enter into a contract with the ASB(s), assuming the parties reach agreement on the contract's terms.

5. RFQQ EXHIBITS

Exhibit A	Bidder Forms and Certifications (included as a separate attachment)
Exhibit B	Draft Contract (included as a separate attachment)
Exhibit C	Qualifications
Exhibit D	Quotation
Exhibit E	Washington State Purchasing Priorities

6. RFQQ ATTACHMENTS

Attachment 1	Orthodontic Information (included as a separate PDF attachment)
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EXHIBIT A – BIDDER FORMS AND CERTIFICATIONS

Exhibit A is included as a separate document.

EXHIBIT B – DRAFT CONTRACT

Exhibit B is included as a separate document.

EXHIBIT C – QUALIFICATIONS

Total Maximum Points Available: 600

Maximum Page Limit for Qualifications: 10

1. Experience *(Maximum available points: 140)*

- 1.1 Describe services provided by the Bidder that indicate the Washington State Licensed dentist's ability to provide the services described in this RFQQ. (28 points)
- 1.2 Describe Bidder's experience with ProviderOne, and/or other large-scale billing systems. (28 points)
- 1.3 Describe Bidder's experience with software systems, including but not limited to: Microsoft Office programs (Word, Outlook, Excel, etc.) and virtual meeting systems (Zoom, Teams, etc.). (28 points)
- 1.4 Describe diversity, inclusion and/or cultural competence training Bidder has participated in and how Bidder would apply it to the scope of work in the contract (28 points).
- 1.5 Describe Bidder's experience in serving and/or engaging with underrepresented communities and share how this experience would apply to working with Apple Health (Medicaid) enrollees (28 points).

2. Key Contractor *(Maximum available points: 100)*

Identify the key individual (i.e., Orthodontist) who will provide this service and, if applicable, any Subcontractors necessary to complete this work. Provide resume of key individual and Subcontractor, if applicable. Resume should highlight information on the individual's particular skills related to this project, education, experience, significant accomplishments, and any other pertinent information. Resume is limited to two (2) pages total.

3. Internal Controls *(Maximum available points: 80)*

Provide a description of internal controls to be used in order to maintain Health Insurance Portability and Accountability Act (HIPAA) compliance and protect confidentiality while working remotely during the course of the awarded Contract.

4. Schedule *(Maximum available points: 120)*

- 4.1 Describe how Bidder will manage time constraints and communicate progress to ensure the following requirements are met: (60 points)
 - A. Provide the necessary analysis to complete adjudications within fifteen (15) days as described in WAC 182-501-0165(7);
 - B. Audits as assigned by the HCA Dental Program Managers;
 - C. Attend meetings including, but not limited to: hearings, peer-to-peer, and external stakeholder meetings; and
 - D. Other assignments on an as-needed basis at the request of the dental program.

- 4.2 These services are conducted throughout the calendar year, please explain how Bidder and/or their Subcontractors will assess and account for planned and/or unplanned absences to prevent gaps in service. (30 points)
- 4.3 Describe Bidder's time management approach to managing a busy meeting schedule that involves prompt attendance to multiple appointments that can sometimes occur consecutively. Bidder must provide additional detail to explain current calendar management methodology, tools, and resources Bidder uses to ensure meeting deadlines. (30 points)

5. Capability (*Maximum available points: 160*)

Provide a capability summary as to how Bidder is the best fit for the contract resulting from this RFQQ.

EXHIBIT D – QUOTATION

Exhibit D is included as a separate Excel document.

EXHIBIT E – Washington State Procurement Priorities

Washington State Procurement Priorities and Preferences

Total Maximum points available: 60

HCA will apply the following Washington State procurement priorities and preferences to this RFQQ which will impact the evaluation of Bids for this solicitation. Bidder should check a box to indicate which certification(s) apply below. Bidder will be awarded 10 points for every qualifying certification for up to a total of 60 points. Definitions for the certifications can be found at: [Department of Enterprise Services \(DES\) \(wa.gov\)](http://www.des.wa.gov).

- ☐ Combination Business Enterprise (CBE), 10 points
- ☐ Minority Business Enterprises (MBE), 10 points
- ☐ Minority/ Women Business Enterprise (MWBE), 10 points
- ☐ Socially and Economically Disadvantaged Business Enterprise (SEDBE), 10 points
- ☐ Women Business Enterprise (WBE), 10 points
- ☐ Certified Veteran-Owned Business, 10 points
- ☐ None of these designations apply, 0 points