State of California—Health and Human Services Agency
Department of Health Care Services

JENNIFER KENT
DIRECTOR

EDMUND G. BROWN JR.
GOVERNOR

October 12, 2016

Dear Interested Parties:

SUBJECT: RELEASE OF DRAFT REQUEST FOR PROPOSAL # 16-93074 HEALTH CARE OPTIONS PROGRAM

The purpose of this letter is to announce the release of the **DRAFT** of the Request for Proposal (RFP) for the Health Care Options Program (HCO) procurement as well as to seek comments from Interested Parties.

The Department of Health Care Services (DHCS) Office of Medi-Cal Procurement (OMCP) is releasing this **DRAFT** of RFP 16-93074 on behalf of the Managed Care Operations Division (MCOD). The purpose of the RFP is to solicit proposals from firms that are able to conduct managed care enrollment broker services for the California Medicaid program (called Medi-Cal). This RFP solicits proposals for the takeover, operation and eventual turnover of the HCO. This includes the provision of services which the vendor may propose to meet the HCO Program business requirements and performance outcomes that will effectively and efficiently enroll Medi-Cal beneficiaries into, and dis-enroll them from, managed care plans, while improving services to Medi-Cal beneficiaries and federal and State of California users who access the HCO Program.

DHCS intends for the selected proposer to take over the existing HCO and operate it to the satisfaction of State and federal regulations and requirements for HCO services for Medi-Cal as described in this RFP. The Office of Medi-Cal Procurement intends to make a single contract award to the most responsive and responsible firm earning the highest score. This procurement is open to all eligible firms and/or individuals that meet the qualification requirements, including commercial businesses, nonprofit organizations, State or public universities (including auxiliary organizations), and other entities.

Interested Parties may now download the **DRAFT** RFP from the OMCP web site at: http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPhcoHOME.aspx

Office of Medi-Cal Procurement
MS Code 4200 • 1501 Capitol Avenue • Suite 71.3041
P.O. Box 997413 • Sacramento CA 95899-7413
Phone 916.552.8006 • Fax 916.440.7369

Please note:

1. This is **not** a solicitation for submission of a Proposal at this time; it is only to solicit input regarding the content of the DRAFT RFP from interested parties for consideration prior to release of a final RFP.

2. The RFP document we are releasing at this time is a **DRAFT** of the requirements expected to be included in the FINAL RFP. The date the FINAL RFP will be released is unknown at this time. However, please continue to view the aforementioned website on a regular basis for the latest information concerning the release of the FINAL RFP.

3. DHCS requests that interested parties carefully consider the Scope of Work requirements to be fulfilled under this contract and offer input on the work to be performed. DHCS will review the submitted comments and the final RFP may reflect comments and proposed modifications accepted by DHCS.

4. Many sections in this **DRAFT** RFP that include important due dates, term (dates) of the contract, the proposal content requirements, evaluation and selection instructions and procedures, and rating factors are subject to change before the FINAL RFP is released.

5. Interested Parties who would like to receive notification and updates for the FINAL RFP are highly encouraged to submit the completed *Request for Inclusion on Distribution List* Form (available on the website noted above), if you have not already done so. Only organizations that return this attachment will be included on the distribution list when the release of the FINAL RFP is announced. You should also continue to monitor the OMCP website for any updates.

6. Please do not provide comments on items or issues that are outside the control of DHCS or that are in conflict with law, regulation, or federal mandate governing the Health Care Options Program.

Your input is very important in helping DHCS finalize this RFP. Please note that the DHCS does not intend to provide a response or answers to parties submitting comments and questions in response to this letter. Interested Parties will have an opportunity to submit questions to DHCS and receive official DHCS responses once the **FINAL** RFP is released, in accordance with RFP section D, *Proposer Question* procedures, described in the final RFP. Any and all comments and/or questions will be highly valued and will be considered when drafting the Final RFP.

To ensure that your comments or questions are fully considered regarding this **DRAFT** RFP, please submit them via email by close of business **on or before October 21, 2016.**

Sent via email to omcprfp5@dhcs.ca.gov, subject line:
Request for Proposal #16-93074
Health Care Options Program

Comments may also be mailed **via U.S. Postal Service** to:

Kevin Morrill, Chief
California Department of Health Care Services
Office of Medi-Cal Procurement
Request for Proposal #16-93074
Health Care Options Program
1000 G St, 4th Floor
Sacramento, CA 95814

Thank you for your interest.

Sincerely,

Original Signed by *K. Morrill*

Kevin Morrill, Chief
Office of Medi-Cal Procurement

Request for Proposal 16-93074

DRAFT

Department of Health Care Services
Office of Medi-Cal Procurement
1000 G St, 4th Floor
Sacramento, CA 95814

Table of Contents

A. Official Means of Communication 7
B. Sole Point of Contact 7
C. Purpose, Background and Description of Services 7
1. Purpose 7
2. Background 7
Eligibility Information Processing 11
D. Time Schedule 13
E. Contract Term 14
F. Proposer Questions 15
1. What to include in an inquiry 15
2. Question deadline 15
3. How to submit questions 16
4. Proposer warning 16
5. Verbal questions 16
G. Data Library 17
H. Pre-Proposal Conference 17
I. Reasonable Accommodations 17
J. Non-Binding Letter of Intent 17
1. General information 17
2. Submitting the Letter of Intent 17
K. Scope of Work 18
L. Qualification Requirements 18
M. Proposal Format and Content Requirements 20
1. General instructions 20
2. Format requirements 21
3. Content requirements 22
a. Proposal Cover Page 22
b. Table of Contents 22
c. Executive Summary Section 22
d. Proposing Firm's Capability Section 22
e. Work Plan Section 25
f. Management Plan Section 29
g. Project Personnel Section 29
h. Facilities and Resources Section 34

DRAFT

i. Appendix Section ... 35
j. Forms Section ... 38
k. Cost Section ... 39
l. Format Requirements ... 40
m. Restrictions on Bid Price Forms Using Base Volume Method of Payment (BVMP). ... 42
n. Cost Proposal Bid Price Forms ... 44

N. Proposal Submission ... 48
1. General Instructions ... 48
2. Proof of timely receipt ... 49
3. Proposer costs ... 50

O. Evaluation and Selection ... 50
1. Stage 1 – Required Attachment / Certification Checklist review ... 50
2. Stage 2 – Narrative proposal evaluation/scoring ... 50
3. Stage 3 – Scoring the Cost Section ... 52
4. Stage 4 - Additional Contractual Services (ACS) ... 52
5. Stage 5- Cost Proposal Evaluation ... 53
6. Stage 6 - Determining Cost Proposal Points Earned ... 54
7. Stage 7 – Combining Narrative Proposal Score and Cost Section Score ... 57
8. Stage 8 – Adjustments to Score Calculations for Bidding Preferences/Incentives ... 57
9. Stage 9 – Final Score Calculation ... 57

P. Narrative Proposal Rating Factors ... 58
1. Executive Summary ... 58
2. Proposing Firm's Capability ... 58
3. Management Plan ... 60
4. Project Personnel ... 61
5. Facilities and Resources ... 62
6. Financial Stability ... 64
7. Work Plan ... 65

Q. Bid Requirements and Information ... 82
1. Nonresponsive proposals ... 82
2. Proposal modifications after submission ... 83
3. Withdrawal and/or Resubmission of Proposals ... 83
a. Withdrawal deadlines ... 83
b. Submitting a withdrawal request ... 83
c. Resubmitting a proposal ... 83
4. Contract award and protests ... 84
a. Contract award ... 84

DRAFT

b. Settlement of ties ... 84
c. Protests ... 85
1) Who can protest ... 85
2) Grounds for protests ... 85
3) Protest time lines ... 85
4) Submitting a protest ... 85
5. Disposition of proposals ... 86
6. Inspecting or obtaining copies of proposals ... 86
a. Who can inspect or copy proposal materials ... 86
b. What can be inspected / copied and when ... 86
c. Inspecting or obtaining copies of proposal materials ... 87
7. Verification of Proposer information ... 87
8. DHCS rights ... 87
a. RFP corrections ... 87
b. Collecting information from Proposers ... 88
c. Immaterial proposal defects ... 88
d. Correction of clerical or mathematical errors ... 89
e. Right to remedy errors ... 89
f. No contract award or RFP cancellation ... 89
g. Contract amendments after award ... 89
h. Proposed use of Subcontractors and/or independent consultants ... 89
i. Staffing changes after contract award ... 89
R. Bidding Certification Clauses ... 89
1. Certificate of Independent Price Determination ... 89
2. Debarment and Suspension Certification ... 90
3. Lobbying Restrictions and Disclosure ... 91
S. Preference and Incentive Programs ... 91
1. Small Business / Microbusiness Preference ... 92
2. Non-Small Business Subcontractor Preference ... 92
3. Nonprofit Veteran Service Agency (NVSA) Small Business Preference ... 93
4. DVBE Incentive ... 93
5. Target Area Contract Preference Act ... 94
6. Combined preferences ... 95
T. Contract Terms and Conditions ... 95
1. Loss Leader Clause ... 95
2. Other Terms and Conditions ... 96
3. Sample contract forms / exhibits ... 96

DRAFT

4. Unanticipated tasks 97
5. Resolution of language conflicts (RFP vs. final agreement) 97

S. Required Attachments

Attachment #	Attachment Name
Attachment 1	Proposal Cover Page
Attachment 2	Certification Checklist
Attachment 3	Client References
Attachment 4	RFP Clause Certification
Attachment 5	CCC 307 – Certification
Attachment 6	Payee Data Record
Attachment 7	Follow-on Consultant Contract Disclosure
Attachment 8	DVBE Instructions / Forms with Attachment 8a, DVBE Participation
Attachment 9	Darfur Contracting Act Certification
Attachment 10	Iran Contracting Act Certification
Attachment 11	Non-Small Business Subcontractor Preference Instructions with Non-Small Business Subcontractor Preference Request (Attachment 11a) and Small Business Subcontractor/Supplier Acknowledgment (Attachment 11b).
Attachment 12	Target Area Contract Preference Act (TACPA) Request
Attachment 13	Voluntary Letter of Intent
Attachment 14	Conflict of Interest
Attachment 15	Request for Inclusion on Distribution List
Attachment 16	Proposer Response Guide
Attachment TBD	Work Plan
Attachment TBD	Cost Proposal form
Attachment TBD	Budget Detail Work Sheet (Year 1)
Attachment TBD	Subcontractor Budgets (Year 1)
Attachment TBD	Budget Detail Work Sheet (Year 2)
Attachment TBD	Subcontractor Budgets (Year 2)
Attachment TBD	Budget Detail Work Sheet (Year 3)

DRAFT

Attachment #	Attachment Name
Attachment TBD	Subcontractor Budgets (Year 3)
Attachment TBD	Budget Detail Work Sheet (Year 4)
Attachment TBD	Subcontractor Budgets (Year 4)
Attachment TBD	Budget Detail Work Sheet (Year 5)
Attachment TBD	Subcontractor Budgets (Year 5)

T. Sample Contract Forms / Exhibits

Exhibit #	Exhibit Name
Exhibit A1	Standard Agreement
Exhibit A	Scope of Work
Exhibit B	Budget Detail and Payment Provisions
Exhibit C – View on-line.	General Terms and Conditions (GTC 610). View or download at this Internet site
Exhibit D(f)	Special Terms and Conditions
Exhibit E	Additional Provisions
Exhibit F	Contractor's Release
Exhibit G	DVBE Utilization Report
Exhibit H	HIPAA Business Associate Addendum
Exhibit I	Glossary of Terms
Exhibit J	ARRA Terms and Conditions
Exhibit K	Travel

U. Program Appendices

DRAFT

Appendix #	Appendix Name
Appendix 1	Data Library Index

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A. Official Means of Communication

1. Solicitation Publication and Communications
   This solicitation referenced on the cover page of this document is issued by the California Department of Health Care Services (Department or State) and is posted on the Office of Medi-Cal Procurement (OMCP) web site http://www.dhcs.ca.gov/provgovpart/rfa_rfp/Pages/OMCPHomePage.aspx.

2. During this solicitation process official communication with Proposers will be via notices on the OMCP web site. Notices may include modifications, addenda, responses to inquiries and the announcement of the apparent winning Proposer. It is the Proposer's responsibility to periodically check the OMCP web site for notices, changes, additional documents or amendments that pertain to this solicitation.

B. Sole Point of Contact

Daniel Choy / Brian Quacchia
Department of Health Care Services
Office of Medi-Cal Procurement
1000 G St, 4th Floor
Sacramento, CA 95814
(916) 552-8006
omcprfp5@dhcs.ca.gov

C. Purpose, Background and Description of Services

1. Purpose

The California Department of Health Services (DHCS), Office of Medi-Cal Procurement, is soliciting proposals from firms that are able to conduct managed care enrollment broker services for the California Medicaid program (called Medi-Cal). Request for Proposal 16-93074 (RFP) solicits proposals for the takeover, operation, and eventual turnover of the California Health Care Options (HCO) Program. This includes the provision of services which the vendor may propose to meet the HCO Program business requirements and performance outcomes that will effectively and efficiently enroll Medi-Cal beneficiaries into, and dis-enroll them from, managed care plans, while improving services to Medi-Cal beneficiaries and federal and State of California users who access the HCO Program. Proposals must address all of the services described in Exhibit A entitled, "Scope of Work."

The Office of Medi-Cal Procurement intends to make a single contract award to the most responsive and responsible firm earning the highest score. This procurement is open to all eligible firms and/or individuals that meet the qualification requirements, including commercial businesses, nonprofit organizations, State or public universities (including auxiliary organizations), and other entities.

2. Background

General Information

From its inception in 1966, Medi-Cal has experienced increasing program cost, primarily as a result of a steady increase in the eligible population, growth in caseload, and increased utilization of services and hospital cost. A Medi-Cal Reform Plan (MRP) was enacted by statute in October 1971 (Chapter 577, Statutes of 1971) with the objective of developing an equitable statewide eligibility system, a uniform schedule of benefits for eligible Californians

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within a strong system of utilization and quality controls, and an improved system of health care delivery and health care financing for the program.

Despite the improvements brought about by the MRP, the need for cost containment and improved access and quality controls continued, leading to the eventual replacement of the traditional fee-for-service (FFS) delivery system with managed care delivery systems. By 2015 these managed care delivery systems had been expanded to operate in all fifty-eight (58) counties in California. As of February 2016, over 13 million California residents are enrolled in California's Medicaid program (referred to as Medi-Cal); with over 10 million beneficiaries enrolled in a Medi-Cal managed care plan. (approximately 80% of the Medi-Cal population). County hospitals and health systems, academic medical centers, community clinics, nursing homes, physicians, dentists, and a broad spectrum of home and community-based providers serve the State's Medi-Cal population.

DHCS, as part of the California Health and Human Services Agency (CHSSA), is the single State department responsible for administering the Medi-Cal program, which includes the Medi-Cal Managed Care program. Medi-Cal Managed Care systems and operations is administered through the DHCS Managed Care Operations Division (MCOD), which is responsible for the day-to-day administration of the Health Care Options (HCO) program and its Contractors. HCOs primary functions are to ensure beneficiaries make informed choices about their managed care enrollment options and benefits, and to maintain robust systems and operations to accept, process, track and report enrollment and disenrollment requests. The HCO program was created in response to various State and federal mandates requiring either the State itself, or an entity under contract with the State, to provide Medi-Cal beneficiaries with full and objective information about the enrollment options available to them.

The Medi-Cal managed care program is currently delivered through eight (8) models of managed care.

Seven models require choice before plan assignment takes effect:

a. the Two-Plan Model,
b. the Geographic Managed Care (GMC) Model,
c. Regional Model,
d. Imperial Model,
e. the San Benito Model
f. Cal Medi-Connect (CMC), and
g. Dental Managed Care Model.

The eighth model, County Organized Health System (COHS) does not require choice, however, there may be times when DHCS instructs the Contractor to conduct mailings to COHS county beneficiaries on a cost-reimbursement basis.

Two-Plan Model: In Two-Plan Model counties, there is a Local Initiative (county organized) plan and a commercial plan. The Department of Health Care Services (DHCS) contracts with both plans. Fourteen (14) of California's Medi-Cal managed care counties currently operate under the Two-Plan model: Alameda, Contra Costa, Fresno, Kern, Kings, Los Angeles, Madera, Riverside, San Bernardino, San Francisco, San Joaquin, Santa Clara, Stanislaus and Tulare. As of May 2016, there are approximately 6.7 million beneficiaries enrolled in a Two-Plan Model plan.

GMC: In GMC counties, DHCS contracts with several commercial plans that provides more choices for the beneficiaries. GMC programs have been implemented in Sacramento

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County (1994) and San Diego County (1998). As of May 2016, there are approximately 1.1 million beneficiaries enrolled in a GMC Model plan.

Regional Model: In Regional Model counties, there are two Commercial Plans that contract with DHCS. The Regional model has been established in eighteen (18) counties: Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Inyo, Mariposa, Mono, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Tuolumne and Yuba. As of May 2016, there are approximately 300,000 beneficiaries enrolled in a Regional Model plan.

Imperial Model: In the Imperial Model county, there are two commercial plans that contract with DHCS. Imperial Model serves beneficiaries in Imperial County only. As of May 2016, there are approximately 81,000 beneficiaries enrolled in the Imperial Model plan.

San Benito Model: In the San Benito Model, there is one commercial plan that contracts with DHCS. In the San Benito Model, beneficiaries can choose the managed care plan or regular (Fee-for-Service) Medi-Cal. The San Benito model serves beneficiaries in San Benito County only. As of May 2016, there are approximately 8,000 beneficiaries enrolled in a San Benito Model plan.

Cal Medi-Connect (CMC): TBD

Dental Managed Care (DMC): TBD

COHS: Under the COHS model, enrollment in a county-run managed care plan is mandatory for the Medi-Cal population residing in that county. In the COHS Model counties, DHCS contracts with a health plan created by the County Board of Supervisors. Local government, health care providers, community groups, and Medi-Cal beneficiaries are able to give input as the plan is created. The health plan is run by the county. The COHS model counties are not included in the HCO program, but the Contractor may be expected to mail materials or conduct outbound and/or survey calls to these counties. The COHS model operates in twenty-two (22) counties: Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Merced, Modoc, Monterey, Napa, Orange, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Siskiyou, Solano, Sonoma, Trinity, Ventura and Yolo. As of May 2016, there are approximately 2.1 million beneficiaries enrolled in a COHS plan.

Regardless of model type, providers must have a contract with a Medi-Cal managed care plan, as part of the provider network, before they can serve Medi-Cal beneficiaries. Certain services however, can be provided outside of the Medi-Cal health plan such as emergencies, family planning, and mental health.

In addition to the eight managed care models, the Medi-Cal managed care program administers specialized plans, known as Special Project Plans. Medi-Cal beneficiaries are served by several smaller specialized plans which are tracked within the HCO Program. These include Prepaid Health Plans (PHPs), Primary Care Case Management systems (PCCMs), and plans designated as special projects (e.g., Program of All-Inclusive Care for the Elderly (PACE), Senior Care Action Network (SCAN), AIDS Healthcare Foundation, etc.).

Medi-Cal enrollment continues to increase as California's population grows and as eligibility guidelines are expanded managed care enrollment will increase proportionally, placing a larger workload on the HCO program. The following link on the DHCS website provides monthly enrollment counts for each managed care model within each county: http://www.dhcs.ca.gov/dataandstats/reports/Pages/MMCDMonthlyEnrollment.aspx.

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Recent Program Changes Impacting Managed Care Enrollment

With increases in Medi-Cal enrollment, California continues to seek ways to curtail costs while providing a high level of care and services. Since 2010 there have been major changes that have more than doubled the Medi-Cal population, with the majority of beneficiaries enrolling into managed care plans. The first major transition in this period was to address the specific needs of Seniors and Persons with Disabilities (SPD). This population was traditionally in FFS but eligible for voluntary managed care enrollment. A waiver was approved in 2011 by the Centers for Medicare and Medicaid Services (CMS) to reclassify most of this population as mandatory for managed care. Over the course of a year ending in June 2012, over 600,000 SPDs were transitioned into the 30 existing managed care plans.

The next transition was the transition of Adult Day Health Care (ADHC) waiver to the Community Based Adult Services (CBAS) program – a Medi-Cal benefit offered through managed care plans. The CBAS program became effective in April 1, 2012 under California's 1115 Bridge to Health Care Reform waiver. CBAS offers services to eligible older adults and/or adults with disabilities to restore and maintain their optimal capacity for self-care and to delay or prevent inappropriate or personally undesirable institutionalization. Medi-Cal beneficiaries wishing to receive CBAS benefits, must enroll in a managed care plan.

The federal program known as Children's Health Insurance Program (CHIP) received federal and State funding for many years, and operated to provide low cost insurance to children that didn't qualify for Medi-Cal because of higher household incomes. In California it was known as the Healthy Families program and was transitioned to Medi-Cal starting in March 2013**.** This program expanded eligibility for Medi-Cal from 100% Federal Poverty Level (FPL) to 250% FPL and included a small premium per child on a monthly basis to qualify for services. By the end of 2013, over 750,000 children had transitioned from Healthy Families to Medi-Cal Managed Care.

A major push to transition all counties in the state from FFS to a managed care delivery model started in 2013 with the Rural Expansion project. DHCS incorporated the remaining counties operating on a FFS basis, 28 in all, to managed care. Eight counties opted for the COHS model, while the majority of the other counties elected the Two Plan Model. Over 274,000 Medi-Cal beneficiaries were transitioned to the managed plans in these counties by the end of 2013.

Perhaps the most significant impact on Medi-Cal enrollment in the past few years has been the expanded eligibility guidelines mandated by the Affordable Care Act (ACA). Through California's participation in the ACA, several million people under 65 became eligible for Medi-Cal under the new income guidelines resulting in a 50% increase in managed care enrollment from 6 million in 2013 to over 9 million by the end of 2014.

Starting January 2014, DHCS the beneficiaries in the Low Income Health Program (LIHP) became eligible for Medi-Cal and were transitioned to managed care – approximately 600,000 beneficiaries. In addition, **m**any new adult beneficiaries were added to Medi-Cal starting in April 2014 with the Express Lane transition. This targeted over 600,000 adults without dependent children**,** and an additional 150,000 children participating in Cal Fresh (California's Supplemental Assistance Nutrition Program, also know**n** as Food Stamps)**.**

In January 2012, Governor Brown announced his intent to enhance health outcomes and beneficiary satisfaction for low-income Seniors and Persons with Disabilities (SPDs) by shifting service delivery away from institutional care to home and community-based settings. To implement this goal, the Legislature passed Senate Bill (SB) 1008 (Chapter 33, Statutes

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of 2012), SB 1036 (Chapter 45, Statutes of 2012) and SB 94 (Chapter 37, Statutes of 2013), which authorizes the implementation of the Coordinated Care Initiative (CCI). The three major components of CCI are: 1) a three-year Demonstration Project (referred to as Cal Medi-Connect) for dual eligible beneficiaries that combines the full continuum of Medicare and Medicaid benefits into a single benefit package, delivered through an organized service delivery system; 2) mandatory Medi-Cal managed care enrollment for Duals; and, 3) the inclusion of Long-Term Services and Supports (LTSS) as a Medi-Cal managed care benefit for SPDs. The seven CCI counties participating in CCI are Los Angeles, Orange, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara. As of May 2016, there are over 100,000 dual eligible enrolled in a Cal Medi-Connect plan and over 600,000 SPDs enrolled in a Medi-Cal managed care plan for their LTSS benefits.

The managed care approach to the Medi-Cal program continues to impact how beneficiaries receive services. Among the latest additions to Medi-Cal is the transition of children under 19, regardless of immigration status, mandated by Senate Bill 75 in 2015. Most of these children have limited scope Medi-Cal with restrictions, but an estimated population of 120,000 children are expected to be reclassified as full-scope beneficiaries starting in May 2016. Others not currently in Medi-Cal can also apply for benefits.

The following link provides more information about the Medi-Cal Managed Care program and initiatives impacting managed care enrollment:
http://www.dhcs.ca.gov/services/Pages/Medi-CalManagedCare.aspx

Current Enrollment Broker Functions

The HCO Program business processes are currently supported by the incumbent Contractor's proprietary systems. Under the approach used in the current contract, the incumbent Contractor performs the following functions with oversight by MCOD:

Eligibility Information Processing

The Medi-Cal Eligibility Data System (MEDS), triggers the automated enrollment process supported by the current enrollment Contractor. MEDS is a system operated and maintained by DHCS Enterprise Innovation Technology Services (EITS), to provide a central database of all beneficiaries enrolled in California's health and welfare programs. On a daily basis, MEDS generates a "daily new eligible file" (DNE) of beneficiaries who are determined to be eligible for managed care (sometimes referred to as "newly eligible") based on county code, aid code, eligibility status, address, and other health coverage codes. County eligibility workers enter this data into MEDS. The enrollment Contractor system receives the file nightly from EITS as a basis for eligible for managed care enrollment. On a daily basis, the enrollment Contractor transmits a transaction file to EITS with enrollment choices made throughout the day to be updated to MEDS. On a monthly basis, MEDS generates a "reconciliation file" of existing Medi-Cal beneficiaries, which is used to synchronize MEDS and the enrollment Contractor system beneficiary data.

Beneficiary Informing and Education Process

The incumbent Contractor is responsible for mailing information notices and packets to eligible beneficiaries to assist them in making an informed choice about their managed care plan options. In addition, the enrollment Contractor offers choice counseling and education presentations throughout designated regions in the counties. The enrollment Contractor performs an evaluation of each beneficiary to determine the type of notification to be sent, based on aid code, zip code, language and county code. For example, the aid code indicates whether the beneficiary is mandatory or voluntary for enrollment, while county code indicates health plans that are available to the beneficiary. The following link on the

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DHCS website provides a listing of all Medi-Cal aid codes and cross-reference to mandatory or voluntary enrollment into the various managed care delivery systems: http://www.dhcs.ca.gov/services/Documents/AidCodeChart.pdf.

Enrollment Process

Enrollment requests are processed within the required contractual timeframes to ensure the proper enrollment of the beneficiary. The enrollment Contractor sends a daily transaction file to MEDS so that affected MEDS records can be updated with the new HCO Program enrollment status. Health plans are notified on a daily basis of the enrollments/disenrollment via the 834 Transaction. The 834 Transaction is the HIPAA-compliant Benefit Enrollment and Maintenance Transaction. Its purpose is to electronically transmit enrollment and dis-enrollment information. EITS creates the 834 using MEDS data.

Upon completion of enrollment processing, the final outcome is to be reported to the beneficiary. Beneficiaries enrolled into plans receive a system-generated confirmation letter indicating health plan enrollment status. Beneficiaries who are denied enrollment receive a denial letter indicating the reason for denial. If the Medi-Cal Choice Form is found to be incomplete and/or inaccurate, the beneficiary receives a phone call and/or a letter indicating the errors or omissions found during processing, and an explanation of how to correct the problem.

Annually, the enrollment Contractor sends managed care information to mandatory, voluntary, and FFS beneficiaries regarding their health care options and the plan choices available.

Exemption to Enrollment Process

Mandatory beneficiaries meeting specific criteria may request an exemption to plan enrollment for up to twelve (12) months for medical. For non-medical exemptions such as Indian Health, approved exemptions allow the beneficiary to receive services from the applicable program via the FFS program. The beneficiary/entity initiates the exemption process by completing the beneficiary portion of the exemption form and forwards it to the FFS provider for completion. This form is provided in the enrollment packet, requested via phone, or can be found on the HCO site. All exemption forms are received by the enrollment Contractor via facsimile or mail from FFS physicians, (including dentists) and hospitals/clinics.

The HCO Contractor reviews all requests to ensure legibility and completion of required information, verifies the beneficiary's eligibility and the validity of the FFS provider. Completed requests are reviewed against Department requirements for exemption consideration. DHCS staff are responsible for approving the exemption requests. The review process considers all applicable Department-defined criteria to render a final outcome of approval or denial. If necessary, exemptions may be deemed as incomplete and returned to the HCO Contractor for further processing.

If a beneficiary's exemption request is denied, the beneficiary is required to either remain in their existing plan or choose a different plan. For each exemption request, the beneficiary, provider, and health plan are notified of the final outcome and MEDS is updated as well.

State Fair Hearings

Medi-Cal applicants and beneficiaries have the right to request a hearing if they are dissatisfied with any action or inaction by a county, the Department, any person or organization acting on behalf of the county, or the Department relating to Medi-Cal eligibility

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or benefits. The DHCS State Hearing Unit is the primary organization responsible for researching and investigating these claims.

The HCO Contractor supports the State Fair Hearing process by providing supporting documentation to the DHCS State Hearing Unit in a timely manner in accordance with the applicable law, regulations, and policies. The supporting documentation assists staff in completing position statements for the hearing. It is essential that these requests are completed in a timely manner, and provide the most complete and accurate picture of all information known about the beneficiary's managed care involvement. This information is critical to ensuring that the Department presents an accurate case associated with the applicant/beneficiary.

Telephone Call Center

The Telephone Call Center (TCC) is a centrally located call center staffed with the enrollment Contractor's TCC staff, who accept toll-free calls from applicants, beneficiaries, and other interested parties seeking enrollment information and assistance. The TCC staff also receives customer complaints that, if not resolved, are forwarded to the enrollment Contractor Research Unit for resolution or to the Office of the Ombudsman at DHCS if necessary. Health plans and providers also contact the Telephone Call Center to obtain various types of information.

Reports

The current enrollment Contractor generates system and manually created reports for internal and external distribution. There are many processes used to retrieve data from the current enrollment systems. A list of reports currently generated by the incumbent Contractor is located the Data Library under Data Library Index, Appendix 1.

Other Functions

There are a number of additional sub-processes that support the core business processes, including but not limited to the following:

- Problem Correction System
- Document Management System
- Mail House
- Mailroom
- Invoicing
- Research
- Quality Assurance
- Records Retention
- Training

For more information on Health Care Options please refer to the hyperlink below:
http://www.healthcareoptions.dhcs.ca.gov/HCOCSP/Home/default.aspx

D. Time Schedule

Below is the tentative time schedule for this procurement. If DHCS finds a need to alter the time lines listed herein, either an addendum or correction notice will be issued announcing the alternate time lines.

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Event	Date	Time (If applicable)
Final RFP Released	TBD	
Questions Due	TBD	4:00 PM Pacific Time
Non-Binding Letter of Intent	TBD	4:00 PM Pacific Time
Proposal Due Date	TBD	4:00 PM Pacific Time
Notice of Intent to Award Posted	TBD	
Protest Deadline	TBD	5:00 PM Pacific Time
Contract Award Date	TBD	
Proposed Start Date of Agreement	TBD or Until approved by DGS whichever is later	

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E. Contract Term

The term of the resulting agreement is expected to be seventy-one (71) months and is anticipated to be effective on TBD or upon approval of the Department of General Services, whichever is later (referred to as the Contract Effective Date or CED) and continue through TBD.

The Takeover phase of the contract shall commence on the CED.

The Contractor Assumptions of Operations (AOO) is scheduled to begin on TBD. Contract Termination Date is TBD.

DHCS may extend the Operations phase using up to four (4), one (1) year optional extension phases. In addition, DHCS retains the option to extend the Contract between six (6) and twelve (12) months following the four (4), one (1) -year optional extension phases, during an Extended Operations Period. The Contract may be extended using any combination of the four (4), one (1) year optional extension phases at one time.

The agreement term may change if DHCS makes an award earlier than expected or if DHCS cannot execute the agreement in a timely manner due to unforeseen delays.

The resulting Contract will be of no force or effect until it is signed by both parties and approved by the Department of General Services, if required. The Contractor is hereby advised not to commence performance until all approvals have been obtained. If performance commences before all approvals are obtained, the DHCS will construe those services as having been volunteered.

F. Proposer Questions

Immediately notify DHCS if clarification is needed regarding the services sought or questions arise about the RFP and/or its accompanying materials, instructions, or requirements. Put the inquiry in writing and transmit it to DHCS as instructed below. At its discretion, DHCS reserves the right to contact an inquirer to seek clarification of any inquiry received.

Proposers that fail to report a known or suspected problem with the RFP and/or its accompanying materials or fail to seek clarification and/or correction of the RFP and/or its accompanying materials shall submit a proposal at their own risk. In addition, if awarded the contract, the successful Proposer shall not be entitled to additional compensation for any additional work caused by such problem, including any ambiguity, conflict, discrepancy, omission, or error.

1. What to include in an inquiry

a. Inquirer's name, name of firm submitting the inquiry, mailing address, email address, area code and telephone number, and fax number.
b. A description of the subject or issue in question or discrepancy found.
c. RFP section, page number or other information useful in identifying the specific problem or issue in question.
d. Remedy sought, if any.

RFP Reference	Section	Page	Issue or Question
Example: Use "General" if a general question or "RFP" if the question deals with a section within the RFP main or "Exhibit A", "Exhibit A, Attachment I", "Exhibit B", "Exhibit B, Attachment I", "Attachment 1", etc.	Indicate the RFP section number or letter along with subsection or paragraph site identifiers Example: Section E 1.,b.,2).,b).,ii.	Example: 27 of 89	

A prospective proposer that desires clarification about specific RFP requirements and/or whose inquiry relates to sensitive issues or proprietary aspects of a proposal may submit individual inquiries that are marked "Confidential". The Inquirer must include with its inquiry an explanation as to why it believes questions marked "Confidential" are sensitive or surround a proprietary issue.

2. Question deadline

Regardless of delivery method, written inquiries must be received no later than **4:00 p.m. on TBD**.

DRAFT

Notwithstanding the question submission deadline, DHCS will accept questions or inquiries about the following issues if such inquiries are received prior to the proposal submission deadline.

a. DVBE participation requirements and how to complete the DVBE attachments,
b. The reporting of RFP errors or irregularities.

Notwithstanding the question submission deadline, DHCS will accept questions or inquiries about RFP errors or irregularities if such inquiries are received prior to the proposal submission deadline.

3. How to submit questions

Submit inquiries using one of the following methods.

Submit the Questions using the following email address:
Email: omcprfp5@dhcs.ca.gov or

U.S. Mail, Hand Delivery or Overnight Express:
Questions - RFP 16-93074 Daniel Choy / Brian Quacchia Department of Health Care Services Office of Medi-Cal Procurement 1000 G St, 4th Floor Sacramento, CA 95814

4. Proposer warning

a. DHCS' internal processing of U.S. mail may add forty-eight (48) hours or more to the delivery time. If questions are mailed, consider using certified or registered mail and request a receipt upon delivery.

b. For hand deliveries, allow sufficient time to locate on street metered parking. If detained at the security desk, ask security personnel to call OMCP at 916-552-8006 to arrange for question pickup and receipt issuance by program staff.

c. Courier service personnel must sign-in at the security station and must obtain an access key card. Couriers will then be able to access pre-determined areas. If detained at the security desk, ask security personnel to call OMCP at 916-552-8006 to collect the question envelope and to issue a receipt.

5. Verbal questions

Verbal inquiries are discouraged. DHCS reserves the right not to accept or respond to verbal inquiries. **Spontaneous verbal remarks provided in response to verbal inquiries are unofficial and are not binding on DHCS unless later confirmed in writing.**

Direct all verbal requests for DVBE assistance to DHCS' DVBE Coordinator at (916) 650-0205 up to the proposal deadline.

DRAFT

G. Data Library

A Data Library for the sole use of Proposers will be available on the release date of this RFP. The contents of the Data Library will be accessible in an electronic format for the duration of this procurement and longer if deemed necessary by DHCS. The method for accessing the contents of the Data Library is discussed below. Appendix 1 contains a Data Library Index.

Details concerning access to the Data Library, including documentation requirements, appointments to view documentation, and contents are available on the OMCP website: http://www.dhcs.ca.gov/ProvGovPart/rfa_rfp/Pages/OMCPHomePage.aspx.

Methods for Accessing the DHCS Data Library Contents

1. Upon request of a CD copy and receipt of a blank CD-R, the Office of Medi-Cal Procurement staff will copy the materials that are available in the Data Library onto a CD. The requester must mail or deliver a blank CD-R for use by State staff to the Office / Data Library address supplied below. Once recorded the CD will be returned to the requester. Please allow forty-eight (48) hours following receipt of the CD for the copy to be made and returned by mail. Arrangements for physically retrieving the copied CD may be made by contacting DHCS staff by telephone, fax, or email as described in Paragraph 3 herein.

H. Pre-Proposal Conference

DHCS will not hold a Pre-Proposal Conference for this procurement.

I. Reasonable Accommodations

For individuals with disabilities, DHCS will provide assistive services such as reading or writing assistance, and conversion of the Request for Proposal, questions/answers, RFP Addenda, applicable Data Library materials, or other Administrative Notices into Braille, large print, audio cassette, computer disk or CD. To request copies of written materials in an alternate format, please call the number below to arrange for reasonable accommodations.

Daniel Choy or Brian Quacchia
Office of Medi-Cal Procurement
Program telephone number (916) 552-8006
(TTY) California Relay telephone number 711 - 1-800-735-2929

NOTE: The range of assistive services available may be limited if requestors cannot allow ten or more State working days prior to date the alternate format material is needed.

J. Non-Binding Letter of Intent

1. General information

Prospective Proposers are asked to indicate either their intention to submit a proposal. The Letter of Intent is not binding and prospective Proposers are not required to submit a proposal merely because a Letter of Intent is submitted. **Use the Letter of Intent (Attachment 13) for this purpose.**

2. Submitting the Letter of Intent

DRAFT

Regardless of delivery method, the Letter of Intent should" be received by **4:00 p.m.** on TBD.

Submit the Letter of Intent (Attachment 13) using the following method.

Submit the Letter of Intent using the following email address:
Email: omcprfp5@dhcs.ca.gov

Insert "Letter of Intent – RFP HCO 2016" in the subject line of each emailed inquiry.

K. Scope of Work

See Exhibit A entitled, "Scope of Work" that is included in the Sample Contract Forms and Exhibits section of this RFP. Exhibit A contains a detailed description of the services and work to be performed as a result of this procurement.

L. Qualification Requirements

Failure to meet the following requirements by the proposal submission deadline will be grounds for DHCS to deem a proposer nonresponsive. Evaluators may choose not to thoroughly review or score proposals that fail to meet these requirements. In submitting a proposal, each proposer must certify and prove that it possesses the following qualification requirements.

1. Experience requirements

   At least three (3) consecutive years of experience of the type(s) listed below. All experience must have occurred within the past five (5) years from the RFP release date. It is possible to attain the experience types listed below during the same time period. Proposers must have experience:

   a. Takeover of an existing program similar to the scope and size of HCO program as described in Exhibit A – Scope of Work.

   b. Development, modification and operation of an outreach and enrollment program.

   c. Development, modification, and/or operation of a similar large-scale enrollment processing solution.

   d. Previous training experience in the areas to be performed by the Contractor as described in Exhibit A – Scope of Work.

   e. Previous experience with customer relations/services.

2. Compliance with Contract Terms and Conditions

   Proposers must certify they have read and are willing to comply with all proposed terms and conditions addressed in the RFP section entitled, "Contract Terms and Conditions", including the terms appearing in the referenced contract exhibits.

3. As required by California law, business entities must be in good standing and qualified to do business in California.

4. Non-profit organizations must certify their eligibility to claim nonprofit status.

DRAFT

5. Past Business Practice

   Proposers must have a past record of sound business integrity and a history of being responsive to past contractual obligations.

6. Proposers must certify they are financially stable and solvent and have adequate cash reserves to meet all financial obligations while awaiting reimbursement from the State.

7. Follow-on Consultant Contract Disclosure

   Proposers must certify their proposal response is not in violation of Public Contract Code (PCC) Section 10365.5 and, if applicable, must identify previous consultant services contracts that are related in any manner to the services, goods, or supplies being acquired in this solicitation. Detailed requirements are outlined in **Attachment 7**.

   PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.

   PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement. Consultants and employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

   PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

8. Disabled Veteran Business Enterprise Participation Requirements

   Proposers must meet a Disabled Veteran Business Enterprise (DVBE) participation goal of 3% for this solicitation. Detailed information and instructions are outlined in **Attachment 8** (DVBE Instructions/Forms). This requirement applies if the total cost or price offered equals $10,000 or more.

9. Darfur Contracting Act Certification

   Proposers that currently have or within three years prior to the bid submission date have had business activities or other operations outside of the United States must certify that the bidding entity is either (A) not a scrutinized company; or (B) a scrutinized company that has been granted permission by the Department of General Services to submit a proposal in response to this solicitation. A “scrutinized” company is defined in Public Contract Code Section 10476. Detailed certification requirements appear in **Attachment 9**.

   If the Proposer does not currently have and has not, within three years prior to the bid submission date, had any business activities or other operations outside of the United States, there is no need to complete or submit **Attachment 9**.

DRAFT

10. Iran Contracting Act Certification

Pursuant to Public Contract Code Sections 2202-2208, prior to bidding on, submitting a proposal or executing a contract or renewal for a State of California contract for goods or services of $1,000,000 or more, a bidder/proposer/respondent must either:

a) Certify it is **not** on the current list of persons engaged in investment activities in Iran created by the California Department of General Services ("DGS") pursuant to PCC Section 2203(b) and is not a financial institution extending twenty million dollars ($20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or

b) Demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to PCC Section 2203(c) or (d).

To comply with this requirement, read and complete **Attachment 10**.

11. Liability Insurance Requirement

The winning Proposer must supply, before contract execution, proof of liability insurance that meets the requirements of Provision 17 of Exhibit D(f) entitled, Special Terms and Conditions.

12. Conflict of Interest Certification

Proposers must certify and submit proof that no prohibited conflict of interest exists.

13. Warranty Against Payment of a Broker's Fee

Proposers (to include any officers, director or employees) must certify that no broker or finder has been employed, and that no liability for any brokerage fee, commission or finder's fee (or similar fees, commission or reimbursement expenses) has been incurred in connection with the transactions contemplated by this Contract.

M. Proposal Format and Content Requirements

1. General instructions

a. Each firm or individual may submit only one proposal consisting of a technical proposal with narrative content and a cost proposal section.

For the purposes of this paragraph, "firm" includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one proposal, DHCS will reject all proposals submitted by that firm or individual.

A firm or individual proposing to act as a prime Contractor may be named as a Subcontractor in another Proposer's proposal. Similarly, more than one proposer may use the same Subcontractors and/or independent consultants.

b. Develop proposals by following all RFP instructions and/or clarifications issued by DHCS in the form of question and answer notices, clarification notices, Administrative Bulletins or RFP addenda.

DRAFT

c. Before submitting a proposal, seek timely written clarification of any requirements or instructions that are believed to be vague, unclear or that are not fully understood.

d. In preparing a proposal response, all narrative portions should be straightforward, detailed and precise. DHCS will determine the responsiveness of a proposal by its quality, not its volume, packaging or colored displays.

e. Arrange for the timely delivery of the proposal package(s) to the address specified in this RFP. Do not delay until shortly before the deadline to submit the proposal.

2. Format requirements

a. Submit one (1) original proposal, five (5) copies or sets, and one accompanying CD.

1) Write **"Original"** on the original proposal set. Place the accompanying CD in a protective sleeve that bears the RFP number.

2) Each proposal set and the accompanying CD must be complete with a copy of all required attachments and documentation.

b. Format the narrative portion of the Technical proposal as follows:

1) Use one-inch margins at the top, bottom, and both sides.

2) Use a font size of not less than 11 points.

3) Print pages single-sided on white bond paper.

4) Sequentially paginate the pages in each section. It is not necessary to paginate items in the Forms Section or Appendix Section.

c. Bind each proposal set in a way that enables easy page removal. Loose leaf or three-ring binders are acceptable.

d. All RFP attachments that require a signature must be signed in ink, preferably in a color other than black. Signatures may be omitted from the accompanying CD.

1) Have a person who is authorized to bind the proposing firm sign each RFP attachment that requires a signature. Signature stamps are not acceptable.

2) Place the originally signed attachments in the proposal set marked "Original".

3) The RFP attachments and other documentation placed in the extra proposal sets may reflect photocopied signatures.

e. Do not mark any portion of the proposal response, any RFP attachment, or other item of required documentation as "Confidential" or "Proprietary" and unless a particular need is demonstrated, DHCS will disregard any language purporting to render all or portions of a proposal confidential. There may be circumstances which warrant confidential treatment of certain specified information. DHCS will consider such requests on a case by case basis.

DRAFT

3. Content requirements

This section specifies the order and content of each proposal. Assemble the materials in each proposal set in the following order:

a. Proposal Cover Page

A person authorized to bind the Proposer must sign the Proposal Cover Page **(Attachment 1)**. If the proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

b. Table of Contents

Properly identify each section and the contents therein. Paginate all items in each section with the exception of those items placed in the Forms Section and Appendix Section.

c. Executive Summary Section

<u>This section must not exceed three (3) pages in length</u>. Evaluators may not review or evaluate excess pages.

In preparing the Executive Summary, do not simply restate or paraphrase information in this RFP. Describe or demonstrate, in the Proposer's own words, the following information:

1) An understanding of DHCS' needs and the importance of this project.

2) The tangible results that are expected to be achieved.

3) A sincere commitment to perform the Scope of Work in an efficient and timely manner.

4) How this project will be effectively integrated into the proposing firm's current obligations and existing workload.

5) Why the proposing firm should be chosen to undertake this work at this time.

d. Proposing Firm's Capability Section

1) Include a brief history of the proposing firm, including:

a) Date of establishment. If applicable, explain any changes in business history (i.e., name change, ownership, partnership arrangements, etc.) or organizational structure that will assist DHCS in determining the qualifications of the proposing firm.
b) A description of the proposing firm's goals that are relevant, closely related, or which complement this project.

2) Describe experience that qualifies the proposing firm to undertake this project. At a minimum, demonstrate the proposing firm possesses three consecutive years of experience of the types listed in this section. All experience must have occurred within the past five (5) years from the RFP release date. It is possible to attain the experience types listed below during the same time period. Proposers must have experience in:

DRAFT

a) Takeover of an existing enrollment broker processing environment or operations.
b) Full implementation, operation, and modification of an enrollment broker program. The Proposer should clearly indicate whether the contract was for takeover of an existing enrollment processing operation or full implementation of a new enrollment processing operation.
c) Takeover of business, operations and/or modification of any other large-scale enrollment broker program. Experience cited here shall include the Proposer's experience in establishing and maintaining effective working relationships with government entities, local community based organizations, advocates and private nonprofit organizations.

3) Identification of whether the Proposer or any of its proposed Subcontractors have had a contract terminated for failure to perform. Also identify whether the Proposer or any of its proposed Subcontractors have been removed from a governmental bidder's list as a result of failure to perform or failure to comply with financial requirements.

4) Demonstration of qualifications to undertake this project, describing experience of the types of activities listed in the Exhibit A, Attachment II, Scope of Work. Proposers should briefly describe the accounts or work projects managed by the Proposer in the past three (3) years from the RFP release date that involved projects similar in nature or closely related to the Scope of Work in this RFP. The Contractor shall include the following information:

a) Name of proposing firm for whom services were performed
b) Duration or length of the project
c) Total cost or value of the project
d) Indicate if the account or project is "active/open" or "closed/settled."
e) Describe briefly the type and nature of the services you performed.

5) For each type of experience reported in Section M.3.d.4) a)-e) above, Proposers shall provide:

a) Type of contract under which the previous work was performed (e.g., fixed price, fixed rate, cost-reimbursement);
b) Client size;
c) Number of transactions per year;
d) Complexity and scope of the operations, including the nature of reporting process;
e) Scope of the work performed (e.g., enrollment broker, facilities manager);
f) Reason for contract termination, if the contract is no longer in effect;
g) Number of person-months devoted to full implementation of an enrollment broker program;
h) Performance problems (e.g., personnel, financial resources, etc.) encountered during the period of contract, including any that resulted in delays or nonpayment to the Contractor. Specific attention should be given to any problems encountered in meeting cycle-time requirements, including backlogs in enrollment transactions or in operations (e.g., mail room);
i) Percentage of service performed by Subcontractors;

DRAFT

j) Whether the experience is that of the Proposer or a subsidiary of another business entity. If experience is gained as a subsidiary of another business entity and the Proposer relies at all on the business experience of that entity, the Proposer experience submission requirements of the RFP shall apply to the other business entity.

6) Submit a description of other existing and projected Medicaid or Medicare Contracts, projects, or obligations, and the resources required to fulfill each. Describe any foreseeable conflicts between the existing or projected obligations and this proposal in respect to business resources, personnel, processing time, and financial resources.

7) Describe Proposer's experience in designing, developing and implementing innovative programs and techniques that result in cost-savings and proposing new and creative ideas for increasing the Department's control over the expenditure of program dollars.

8) Identify three (3) client references serviced within the past five years from the RFP release date that can confirm their satisfaction with the Proposer's services and confirm that the Proposer provided timely and effective services or deliverables. Use the Client References Form **(**Attachment 4) for this purpose. **Place the completed Client References Form in the Forms section of your proposal.**

9) Briefly, describe the accounts or work projects begun and/or completed in the past three (3) years from the RFP release date that involved services similar in nature or closely related to the Scope of Work in this RFP. For each account or project listed, include the following information:

   a) Name of agency or firm for whom services were performed,
   b) Identification of a contact person
   c) Duration or length of the project,
   d) Total cost or value of the project,
   e) Indicate if the account or project is "active/open" or "closed/settled",
   f) Describe briefly the type and nature of the services performed.

10) Identify three (3) client references that the proposing firm has serviced in the past five (5) years from the RFP release date that can confirm their satisfaction with the services and confirm if the proposing firm provided timely and effective services or deliverables. Use the Client References form (**Attachment 3**) for this purpose. **Place the completed Client References form in the Forms Section of the proposal.**

11) DHCS **will** contact references to validate the information provided by the Proposer to determine the client's overall satisfaction with the services provided. Please be sure points of contact for the selected references are current. Please be sure the references are prepared to confirm the information provided and that references will be available during the period of time that DHCS will be validating references (following the submission of the Proposal). References that fail to respond to the Department will not be considered a valid reference and may result in determining a Proposer to be found nonresponsive.

DRAFT

e. Work Plan Section

1) Overview

a) DHCS is interested in proposals that provide well-organized, comprehensive, and technically sound business solutions. Vague explanations will undermine the proposing firm's credibility and will result in reduced proposal scores.

b) The Work Plan must include an in-depth discussion and description of the methods, approaches, and step-by-step actions that will be carried out to fulfill all Scope of Work requirements.

c) If the nature of a task or function hinders specific delineation of in-depth methods and procedures (e.g., a task is dependent upon a future action or multiple approaches may be used), explain the probable methods, approaches, or procedures that will be used to accomplish the task or function. Also, describe, in this instance, how the proposing firm will propose the ultimate strategies and detailed plans to DHCS for full consideration and approval before proceeding to carry out the project.

2) Rejection of tasks, activities or functions

a) If full funding does not become available, is reduced, or DHCS determines that it does not need all of the services described in this RFP.

b) DHCS reserves the right to offer an amended contract for reduced services.

c) If the Work Plan contains proposed methods or approaches; functions, tasks, or activities known by DHCS to be ineffective or determined to be unacceptable, DHCS reserves the right to require the substitution of comparable items that can be performed at the same or similar cost.

3) Work Plan content

Work Plan(s) must include performance time lines and a detailed description of the step-by-step actions, methods, and approaches used to fulfill all Scope of Work requirements as described in Exhibit A – Scope of Work (SOW). If, for any reason, the Work Plan does not wholly address each SOW requirement, fully explain each omission.

For each Work Plan the Proposer shall describe how it plans to manage the specific area of the Contract to ensure Contract requirements are met and performance is successful. The Work Plan shall be written in a manner understandable to the layperson. DHCS does not desire a repeat of the RFP requirements. Rather, DHCS wants a description of how the Proposer will manage the Contract requirements that ensures performance.

Each Work Plan shall be organized in the following manner:

a) Work to be Performed

This section of the Work Plan shall be an overview of the Proposer's understanding of work to be performed within each specific plan.

DRAFT

b) Interrelationships and Functional Dependencies

This section shall be a discussion of the interrelations and functional dependencies that the specific Work Plan may have with other Scope of Work requirements.

c) Changes Required to Accomplish Contract Requirements

This section shall be a discussion of the changes to the current operations and processes that the Proposer believes to be necessary for them to change to be able to satisfy the Scope of Work requirements. If there are none then state “No Change”.

d) Impact(s) of the Work Plan

This section shall be a discussion of the impact the Work Plan activities will have on DHCS, beneficiaries, potential enrollees, providers and other interested parties.

e) Any Other Special Considerations. (Innovative Approaches)

This section shall contain a discussion of any special considerations that the Proposer believes is important in accomplishing the Scope of Work requirements.

f) Requirements of Scope of Work

This area shall include a detailed description of the approaches the Proposer will use to fulfill the requirements of the Scope of Work. Please see the Work Plan submission requirements below for the specific organization requirements for this response.

g) Work Plan Exhibits

This area shall include flow charts or graphical material that will facilitate readability and evaluator understanding of the proposed plan.

4) Work Plan Submission Requirements

This section describes the specific work plans required for each section of the RFP Scope of Work and the page limits for each section.

a) Takeover Work Plan (Not to exceed 75 pages)

The Proposer shall describe how it plans to manage the takeover of the HCO operations requirements, including the Proposer’s tasks and activities. The Proposer must organize its response to align with Takeover requirements describe in Exhibit A, Attachment I – Takeover.

DRAFT

b) Telephone Call Center Work Plan (Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage the Telephone Call Center requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 1.0 – Telephone Call Center.

c) Education and Outreach Work Plan (Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage the Education and Outreach requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 2.0 – Education and Outreach.

d) Informing Materials Plan (Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage the Informing Materials requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 3.0 – Informing Materials.

e) Enrollment/Disenrollment Processing Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to implement and manage the Enrollment/Disenrollment requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 4.0 – Enrollment/Disenrollment.

f) Complaints and Grievances Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to implement and manage the Complaints and Grievances requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 5.0 – Complaints and Grievances.

g) Quality Management Plan (Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage the Quality Management requirements. The Propose must organize its response to align with requirements described in Exhibit A, Attachment II, Section 6.0 – Quality Management.

h) Reports Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to implement and manage the Reporting requirements. The Propose must organize its response to align with requirements described in Exhibit A, Attachment II, Section 7.0 – Reports.

DRAFT

i) Records Retention and Retrieval Plan (Not to exceed 30 pages)

The Proposer shall describe how it plans to implement and manage the Records Retention and Retrieval requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 8.0 – Records Retention and Retrieval.

j) Security and Confidentiality Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to implement and manage the Security and Confidentiality requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 9.0 – Security and Confidentiality.

k) Disaster Prevention and Recovery Plan (Not to exceed 40 pages)

The Proposer shall describe how it plans to implement and manage the Disaster Prevention and Recovery requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 10.0 – Disaster Prevention and Recovery.

l) Systems Requirements Plan (If an automated system is proposed) **(**Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage the any proposed automated systems to support Contract requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 11.0 – System Requirements.

m) Problem Correction Process Plan (Not to exceed 30 pages)

The Proposer shall describe how it plans to implement and manage the Problem Correction Process requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment II, Section 12.0 – Problem Correction Process.

n) Turnover Plan (Not to exceed 30 pages)

The Proposer shall describe how it plans to implement and manage the Turnover requirements. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment III – Turnover.

o) Additional Contractual Services (ACS) Plan (Not to exceed 50 pages)

The Proposer shall describe how it plans to implement and manage all proposed Additional Contractual Services. The Proposer must organize its response to align with requirements described in Exhibit A, Attachment IV – Additional Contractual Services.

DHCS intends to implement any ACS that it has accepted as a part of the successful Proposer's Narrative Proposal and intends to adjust any affected

DRAFT

Contractual performance requirements accordingly. Because DHCS may elect to not implement a proposed ACS, the ACS shall be separately priced in the bid. Specific terms and conditions associated with an ACS will be addressed at the time of Contract execution in Exhibit E, Additional Provisions. DHCS-accepted ACSs, if proposed for installation at the Assumption of Operations, shall be ready for DHCS acceptance testing during Takeover. Proposers may propose a delayed implementation date in their ACS plan, but shall allow a minimum of six (6) weeks for DHCS acceptance testing prior to implementation of the ACS.

f. Management Plan Section

1) Describe how the proposing firm will effectively coordinate, manage, and monitor the efforts of the assigned staff, including Subcontractors and/or consultants, if any, to ensure that all tasks, activities, and functions are completed effectively and in a timely manner.

2) Describe the fiscal accounting processes and budgetary controls that will be employed to ensure the responsible use and management of contract funds and accurate invoicing. Include at a minimum, a brief description of all of the following:

a) How the costs incurred under this project will be appropriately accounted for and only applicable project expenses will be billed to DHCS (e.g., use of unique account/project codes, etc.).

b) The proposing firm's fiscal reporting and monitoring capabilities (e.g., spread sheets, automated fiscal reports, quality controls, checks and balances, etc.) to ensure contract funds are managed responsibly.

c) Proposed billing or invoicing frequency (not more frequently than once per month). Electronic billing is not possible.

d) Identify the documentation that will be retained on file or submitted to DHCS upon request to prove, support, and/or substantiate the expenses that are invoiced to DHCS.

3) Include an organization chart. Instructions are explained in the Appendix Section. **(Place the organization chart in the Appendix Section of the proposal).**

4) Include financial statements. Instructions are explained in the Appendix Section. **Place the financial statement in the Appendix Section of the proposal.**

g. Project Personnel Section

1) In this section, describe the proposed staffing plan. In the staffing plan, include at a minimum:

a) Position titles for all proposed employees (persons on the proposing firm's payroll).

b) Number of personnel in each position.

c) By position, indicate the full time equivalent (FTE) or percentage of staff time devoted to this project (e.g., full time = 1.0, 1/2 time = .50, 3/4 time = .75, 1/4 time = .25, projected number of hours, if hourly, etc.).

DRAFT

d) Monthly salary rate or wage range for each position title. It is the Proposer's responsibility to project annual merit increases and/or cost of living increases into each wage rate.

Note: Salary rates paid to contract staff should not normally exceed the rates paid to State personnel holding comparable classifications or performing duties with a comparable level of responsibility. DHCS reserves the right to require substantiation of any proposed cost of living percentage/rate increase that exceeds those anticipated to be granted to California state civil service employees during the resulting contract term. DHCS further reserves the right to negotiate a lower cost of living percentage increase/amount or deny a cost of living percentage/rate increase if DHCS determines the proposed adjustment is less than fully justified or is excessive.

e) Include a job description or duty statement for each position title or classification that will perform work under this project. The job descriptions must indicate the typical tasks and responsibilities that will be assigned to the position and may include desired or required education and experience. **Place all job descriptions or duty statements <u>at the end</u> of the Project Personnel Section.**

2) Management Team

Provide a narrative description of the management team that will be assigned to this Contract. The narrative shall include all senior management members who will be responsible for all contract activities, including but not limited all requirements specific in Exhibit A – Scope of Work:

a) Takeover Requirements as describe in Exhibit A, Attachment I – Takeover
b) Operations requirements as describe in Exhibit A, Attachment II – Operations.
c) Turnover Requirements as describe in Exhibit A, Attachment III – Turnover
d) Additional Contractual Services as described in Exhibit A, Attachment IV - Additional Contractual Services

The narrative shall contain a thorough discussion of the authority and responsibility of the Contractor Representative.

All members of the management team must have experience in their functional areas. If members of the management team are not proposed to be employees of the Contractor, their employer must be listed as a Subcontractor in the Narrative Proposal.

The narrative shall contain a description of the Contractor Representative responsibilities regarding the delivery of HCO Program and its operations support.

For any major Contract activities or responsibilities proposed to be performed by any Subcontractor, include a description of how the Contractor shall ensure performance by the Subcontractor(s) and the control that the Contractor Representative will have over the Subcontractor(s).

DRAFT

3) Management Team: Qualifications

Proposers shall thoroughly describe the qualifications, experience, and skills of the individual members of the management team. This description shall include:

a) The current job title of each management team member, and whether the Contractor or a Subcontractor employs the member. If the member is employed by a Subcontractor, identify that Subcontractor;

b) A brief description of each management team member's management experience (i.e., size of contract, duration). Include each management team member's experience with the Proposer's firm, or with the Subcontractor(s) proposed, as part of the Narrative Proposal. Indicate the length of experience of each management team member, whether in the Proposer's firm or with another organization's firm;

c) A description of the personal qualification(s) (e.g., skills in communication, analysis and problem solving, planning and decision-making) of each management team member; and

d) An indication of the timing of each management team member's experience and its relevance or similarity to the major tasks to be performed under this Contract.

4) Management Team: Individual Authority

Proposers shall describe the span of control and authority to be assigned to each member of the management team. This description shall include a complete report of each of the following:

a) The division of responsibility among each of the members of the management team and certification that each management team member will be assigned to this Contract full-time. Include a description of other responsibilities of that individual; and

b) An organization chart illustrating the span of control to be assigned to each management team member. Show reporting relationships within the team as well as Subcontractor(s) to team members, and reporting relationships of the Contractor Representative to major Subcontractor(s). Include a description of the level of placement of each member within the organization, with the level of detail showing the unit level.

5) Management Team: Continuity

a) Proposers shall describe how they shall ensure that the proposed individuals are willing and available to work on this project. The Proposer shall also describe the method to be used by the Proposer to replace an individual with someone with equal qualification. This shall include whether management team nominees in the Narrative Proposal are currently proposed to work on any other contracts and, if so, how their availability will be guaranteed for this Contract. The Contractor shall describe past contract experience it has had in working with its

DRAFT

customers in the replacement of its management personnel assigned to a large contract.

b) The Contractor shall guarantee that any senior manager identified in its Narrative Proposal will be assigned to this Contract for at least the first two (2) years, and the Contractor Representative for at least the first three (3) years, unless that employee(s):

i. Leaves the employment of the Contractor, any of its affiliates, or a Subcontractor or any of its affiliations; or

ii. Is given advance written DHCS approval to assign another person t that position.

iii. DHCS shall have the power and authority to take one or more of the following sanctions against Contractor for noncompliance:

c) Appointment of temporary management if Contractor has repeatedly failed to meet the contractual requirements or applicable Federal and State law or regulation. Contractor cannot delay appointment of temporary management to provide a hearing before appointment. Temporary management will not be terminated until DHCS determines that Contractor's sanctioned behavior will not recur.

d) Suspension of all new enrollment, including default enrollment, after the effective date of the sanction;

e) Require Contractor to temporarily suspend or terminate personnel or Subcontractors.

f) Take other appropriate action as determined necessary by DHCS.

g) Identify by name and/or position title, each key staff person that will have primary responsibility for managing, directing, overseeing and/or coordinating the work of assigned staff, Subcontractors and/or independent consultants and who will maintain effective communications with DHCS (i.e., Project or Program Manager, Project or Program Director, Contract Manager, etc.).

i. Briefly, describe each person's expertise, capabilities, and credentials.

ii. Emphasize any relevant past experience in directing, overseeing, coordinating, or managing other government projects.

h) Include a one to two (1-2) page resume for each key staff person (professional, managerial or supervisory) that will exercise a major administrative, policy, or consulting role in carrying out the project work. **Place staff resumes in the Appendix Section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, personal email address, marital status, sex, birth date, age, etc.

DRAFT

i) Briefly, describe the administrative policies or procedures will be used to ensure that the proposing firm will recruit and select well-qualified, competent, and experienced in-house staff, Subcontractors and/or independent consultants.

j) If employee recruitment/selection policies or procedures are present in an operations manual, Proposers may cite excerpts from such manuals. Do not simply indicate that such policies exist and do not attach copies of any policies or manuals to the proposal. If deemed necessary, DHCS may request copies of the Proposer's existing manuals or policies.

k) Briefly, describe the processes or procedures that will be used to ensure that vacancies are filled expeditiously and that services are continued despite the presence of vacancies.

l) If Subcontractors (including independent consultants) will be used to perform contract services, proposers must do the following at the time of proposal submission:

5) Indicate if the Proposer has pre-identified any firms/persons to perform the work or if the Proposer will recruit them later.

a) For each pre-identified Subcontractor and independent consultant include:

i. Full legal name.

ii. A job description or duty statement that outlines the duties and functional responsibilities that will be assigned to the subcontracted firm or independent consultant.

iii. A brief explanation as to why the subcontracted firm or independent consultant was chosen. Stress things such as applicable skills, knowledge, capabilities, past experience or accomplishments, availability, reasonableness of rates, notoriety in a field or specialty, etc.

iv. A one to two (2) page resume for each pre-identified Subcontractor and independent consultant. **Place all Subcontractor and/or consultant resumes in the Appendix Section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.

v. A letter of agreement, signed by an official representative of each subcontracted firm or independent consultant, acknowledging their intended participation/availability and confirmation that they have read or been made aware of the terms and conditions of the proposed contract. **Place all Subcontractor and/or consultant letters of agreement in the Appendix Section.**

vi. Specific Subcontractor and/or independent consultant relationships proposed in response to this RFP (i.e., identification of pre-identified Subcontractors and independent consultants) shall not be changed during the procurement process or prior to contract execution. The pre-identification of a Subcontractor or independent consultant does not affect DHCS' right to approve personnel or staffing selections or changes made after the contract award.

DRAFT

b) For Subcontractors and/or independent consultants that cannot be identified when the proposal is submitted to DHCS or are to be determined (TBD) after the contract is executed, include:

i. An identification of the functions, activities, and responsibilities that will be assigned to each Subcontractor and/or independent consultant.

ii. A description of the process that will be used to obtain DHCS approval of each Subcontractor and/or independent consultant selection along with approval of their budgeted costs and assigned responsibilities.

h. Facilities and Resources Section

Describe the following as it relates to the Proposer's capacity to perform the scope of work:

1) Current office facilities at the Proposer's disposal including number of offices owned or leased, square footage, number of staff housed and physical location or address. Facility(ies) locations must meet the requirements listed in Exhibit A, Attachment I – Takeover and Exhibit E, Additional Provisions.

2) Current support services and office equipment capabilities immediately available and/or accessible for use in carrying out the proposed scope of work. Include such things as, but not limited to:

a) A description of the range and/or type of support services available and number of staff.

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

b) Messenger, delivery, shipping, distribution, or transport capabilities.

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

c) Teleconferencing or telecommunications capabilities.

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

d) Printing/reproduction or photocopying capabilities.

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

e) Computer hardware and system capabilities (i.e., number, type, size, age, capacity and speed of personal computers or work stations and servers; Local Area Network capabilities, Wide Area Network capabilities; data transfer capabilities (disk or tape), data storage capacity, video/graphics capabilities, etc.).

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work".

DRAFT

f) Software applications in use (word processing applications, spread sheet applications, data base applications, graphics development applications, Web page design applications, unique or other specialized software applications, etc.).

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

g) Other support functions or capabilities that can be accessed and/or utilized.

3) Identify any facilities, support services, or equipment that the Proposer must purchase, rent, or lease on a long or short-term basis to perform the services described in this RFP.

At a minimum, Proposers shall have or make arrangements to acquire to ensure adequate performance of the scope of work.

i. Appendix Section

Place the following documentation in the Appendix Section of the proposal in the order shown below.

1) **Proof of eligibility to do business in California**

If the Proposer is a Corporation, Partnership or Limited Liability company, submit **either** a copy of the proposing firm's most current Certificate of Status issued by State of California, Office of the Secretary of State **or** submit a downloaded copy of the proposing firm's on-line status information from the California Business Portal website of California's Office of the Secretary of State. Include an explanation if this documentation cannot be submitted. If a corporation, unless otherwise specified, do not submit copies of the proposing firm's Bylaws or Articles of Incorporation.

2) **Proof of Nonprofit status**

Nonprofit organizations must prove they are legally eligible to claim "nonprofit" and/or tax-exempt status by submitting a copy of an IRS determination letter indicating nonprofit or 501 (3) (c) tax-exempt status. Submit an explanation if this documentation cannot be supplied.

3) **An organization chart**

The organization chart must show the distinct lines of authority between and among the divisions that will perform the project work and the primary reporting relationships within the Proposer's organization. Show the relationships between management, key decision makers, supervisory personnel and Subcontractors and/or independent consultants, if any.

4) Financial Stability

To safeguard the interest of the State and in order to ensure that a Proposer has the financial wherewithal to perform this contract, the Proposer shall supply the following information, as appropriate:

a) The Proposer shall submit a Financial Stability Plan incorporating the following data for the past two (2) corporate fiscal years of the Proposer and the interim period from the end of the last full fiscal year up to and including the date

DRAFT

specified for submission of Narrative Proposals.

If the Proposer is a subsidiary of any other legal entity and the financial resources of the Parent Corporation are required to qualify the subsidiary for competition under this procurement, the financial stability submission requirements for this section shall apply to the Parent Corporation.

Audited statements are preferred, but not required. DHCS will accept financial statements prepared by your financial accounting department, accounting firm or an auditing firm. A statement signed by an appropriate officer certifying that the financial statements are accurate and complete must accompany all financial statements. Unaudited financial statements may not be used to qualify under Section i.,4),b) below.

i. A Proposer's annual financial statements for the last two (2) fiscal years from the RFP release date), accompanied by an independent Certified Public Accountant's report, certificate or Opinion Statement.

ii. Public interim financial statements for the interim period from the end of the last full fiscal year up to and including the month prior to submission of narrative proposals. The State does not require submittal of interim statements for the last three (3) fiscal years for which annual reports are submitted.

iii. A projected pro forma financial statement and statement of changes in financial position for the next three (3) years predicted upon operation without the award of this contract.

iv. A detailed financial plan and proposed cash flow budget demonstrating the availability and source of sufficient funds to cover the Proposer's projected operation cost without risk of insolvency were the Proposer to provide the contractual services under the contract period.

v. All financial data submitted in the Financial Stability and Guaranty Provisions Plan in connection with this RFP shall be accompanied by a signed statement from the Proposer's or parent corporation's Chief Executive Officer and Chief Financial Officer or Contractor's Representative, certifying that the data is current, accurate and complete.

vi. Proposers must include an organization history of claims of bankruptcy, receivership, questioned cost, repayment of funds, failure to fulfill contract and criminal or civil legal actions that name the organization or administrative/supervisory staff that have occurred during the past five years from the RFP release date. If audited financial statements are supplied, all noted audit exceptions must be explained.

b) In lieu of the above, section M.,3.,i,4),a), i-iv, a Proposer may provide the following:

i. A Proposer may submit the two most recent annual certified financial statements, accompanied by an independent certified public accountant's Unqualified Audit Report or Opinion Statement (Unqualified/Clean Opinion).

ii. A Proposer must include an organization history of claims of bankruptcy, receivership, questioned cost, repayment of funds, failure to fulfill contract

DRAFT

and criminal or civil legal actions that name the organization or administrative/supervisory staff that have occurred during the past five (5) years from the RFP release date. Any noted audit exceptions of your audited financial statements must be explained.

iii. And having either:

Capital contributions and retained earnings equal to an amount greater than $25,000,000 (twenty-five million dollars), as identified in the annual financial statements.

Or

Evidence of tangible assets under control, greater than $50,000,000 (fifty million dollars), as identified in the annual financial statements.

5) **Staff resumes**

Resume specifications appear in the Project Personnel Section. To the extent possible, resumes should not exceed 1-2 pages in length per person and should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

6) **Subcontractor/Consultant resumes**

Submit a resume for each pre-identified Subcontractor or independent consultant, if any, as discussed in the Project Personnel Section. To the extent possible, resumes should not exceed 1-2 pages in length per person and should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

7) **Subcontractor/Consultant letters of agreement**

For each pre-identified Subcontractor and independent consultant that will be used to perform services under the resulting contract, submit a letter of agreement to work on this project.

A letter of agreement must be signed by an official representative of each subcontracted firm or independent consultant, acknowledging their intended participation/availability to work on this project and acknowledging they have read or been made aware of the terms and conditions of the proposed contract. Include an explanation if a letter of agreement cannot be obtained from each pre-identified Subcontractor and consultant and indicate when a letter of agreement will be forthcoming.

8) **Conflict of Interest Compliance Certificate**

a) Any firm that intends to submit a proposal is required to submit **Attachment 14** certifying that the proposing firm:

b) If a conflict of interest is determined to exist that cannot be resolved to the satisfaction of DHCS, before the award of the contract, the conflict will be grounds for deeming a proposal nonresponsive.

DRAFT

c) Proposers must assess their own situation according to the Conflict of Interest Compliance Certification information in **Attachment 14**. Complete, sign, and attach any required documentation according to the instructions on the attachment. **Place Attachment 14 and any accompanying documentation in the Appendix Section of the proposal.**

j. Forms Section

Complete, sign, and include the forms/attachments listed below. When completing the attachments, follow the instructions in this section and any instructions appearing on the attachment. After completing and signing the applicable attachments, assemble them in the order shown below.

Attachment #, Name, or Documentation	**Instructions**
2 - Required Attachment / Certification Checklist	1) Check each item with "Yes" or "N/A", as applicable, and sign the form. If necessary, explain the choices. 2) If a proposer marks "Yes" or "N/A" and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, DHCS considers this a "qualified response". Any "qualified response", determined by DHCS to be unsatisfactory or insufficient to meet a requirement, may cause a proposal to be deemed nonresponsive.
3 - Client References	Identify three (3) clients serviced within the past five years that can confirm their satisfaction with the Proposer's services and confirm that the Proposer provided timely and effective services or deliverables. If possible, identify clients whose needs were similar in scope and nature to the services sought in this RFP. List the most recent first.
4 - RFP Clause Certification	Complete and sign this form indicating a willingness and ability to comply with the contract certification clauses appearing in the RFP section entitled, "Bid Requirements and Information," subsection "Bidding Certification Causes".
5 - CCC 307 – Certification	Complete and sign this form indicating a willingness and ability to comply with the Contractor Certification Clauses appearing in this Attachment. The attachment supplied in this bid represents only a portion of the Contractor information in this document. Visit this web site to view the state's Standard Contract Language: http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx
6 - Payee Data Record	Complete and return this form, only if the proposing firm has not previously entered into a contract with DHCS. If uncertain, complete and return the form.

DRAFT

Attachment #, Name, or Documentation	Instructions
7 - Follow-on Consultant Contract Disclosure	Complete and sign this form. If applicable, attach to this form the appropriate disclosure information.
8a - DVBE Participation	Read and carefully follow the completion instructions in Attachment 8. **Submission of this form only applies to contract awards that will equal $10,000 or more for the entire contract term or if a Proposer opts to claim the DVBE incentive.**
9 - Darfur Contracting Act Certification	If applicable, complete, sign and return this form and the required documentation if applicable. Detailed completion instructions appear on the cited attachment.
10 - Iran Contracting Act Certification	Complete, sign and return this form and the required documentation if applicable. Detailed completion instructions appear on the cited attachment.
11a-Non-Small Business Subcontractor Preference Request 11b-Small Business Subcontractor / Supplier Acknowledgement	**Submission of these forms is optional**. Read and carefully follow the completion instructions in Attachments 11, 11a, and 11b. Complete and return Attachments 11a and 11b only if the bidding firm is a not a certified small business but is requesting a Subcontractor bidding preference by committing to use one or more certified small business Subcontractors for an amount equal to at least 25% of the total bid price.
12 - Target Area Contract Preference Act Request	**Submission of this form is optional.** Complete and return this form, only if the proposing firm is based in California, and the total bid price is $100,000 or more, and DHCS has not pre-set any part of the work location, and the Proposer wishes to apply for TACPA preference.

DRAFT

k. Cost Section

1) Each firm or individual shall submit only one (1) Cost Proposal. For the purpose of this paragraph, “firm” includes a parent corporation or firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one (1) Cost Proposal, DHCS will reject all proposals submitted by that firm or individual.

2) Develop Cost Proposal by following all RFP instructions and/or clarifications issued by DHCS in the form of question and answer notices, clarification notices, Administrative Bulletins or RFP addenda.

3) Before submitting the Cost Proposal, seek timely written clarification of any requirements or instructions that you believe to be vague, or unclear, or that you do not fully understand.

4) Arrange for the timely delivery of your Cost Proposal to the address specified in this RFP. Do not wait until shortly before the deadline to submit the Cost Proposal. The Cost Proposal is to be submitted at the same time the Narrative Proposal is submitted.

5) DHCS requires the submission of a Cost Proposal for RFP listed in the Proposal Bid Price Forms for all major areas that are bid as listed in.

6) The ACS bid prices shall not be included in the total bid price.

7) A separate Transmittal Letter is required for the Cost Proposal. The Transmittal Letter must be a business letter using a standard business format from the legal entity that would be the Contractor. The purpose of the letter is to transmit and legally bind the Proposer to Cost Proposal. The letter should be brief and signed by a person(s) authorized to legally bind the Proposer to the Cost Proposal. The letter must include:

   a) A certification that the Proposer has not and shall not disclose any information regarding the Cost Proposal to any person or entity outside of the Proposer business;

   b) The Proposer must also certify that it did not and will not make any effort to induce any person or entity to bid or not bid or bid at or above a certain price or rate;

   c) Contain a statement that the Proposer is aware that all prices contained in the Cost Proposal are fixed prices;

   d) The letter should state that Attachments **TBD** are complete and provided in a separate sealed package.

   Please note that the Transmittal Letter must not contain any financial information regarding the bid price(s) contained in the Cost Proposal.

8) The Cost Proposal shall be separated into two (2) separate packages when submitted to DHCS by the Proposers:

   a) The first package shall be a separate sealed envelope containing the Cost Proposal Transmittal Letter.

   b) The second package shall be in a sealed box containing the Cost Proposal Bid Price Forms as detailed in RFP Section N.1.

I. Format Requirements

1) Submit one (1) original set, five (5) copies and one (1) CD-ROMs of the Cost Proposal bid price forms as follows:

   Note: The CD-ROM versions must be identical to the original hard copy of the Cost Proposal.

DRAFT

a) Assemble the original set and five (5) copies of the Cost Proposal bid price forms as instructed in RFP Section N.1. Clearly label the original as “Original Set”.

b) The original set and five (5) copies of the Cost Proposal bid price forms must be submitted in a separate package apart from the Narrative Proposal, under sealed cover, with the signature of a person(s) authorized to legally bind the Proposer (Contractor).

c) Proposers shall also submit one (1) copy of the Cost Proposal bid price forms on CD-ROM. The CD-ROM shall be in Microsoft Excel spreadsheet format. The Cost Proposal CD-ROM must be packaged separately from the Narrative Proposal CD-ROM.

d) The Cost Proposal bid price forms listed under RFP Section N.1 must be in separate package and distinctly marked as follows on the exterior of the package:

COST PROPOSAL:
HEALTH CARE OPTIONS PROGRAM
RFP #16-93074

e) If you have multiple Cost Proposal packages, each package must be identified, (e.g., Box 1 of 12, Box 2 of 12, etc.).

2) Format the Cost Proposal as follows:

a) Enter your costs on the bid price forms. OMCP will provide Proposers a disk containing the bid price forms that contain the embedded formulas on a protected disk. Proposers may request the disk in Excel format by contacting OMCP at (916) 552-8006. DHCS will provide these disks to Proposers at no cost.

b) Hard copy pages must be printed single-sided on white bond paper.

c) Bind the Cost Proposal bid price forms in a way that enables easy page removal. The proposal must be submitted three-hole punched in loose leaf or three ring binders.

3) Certain documents that must be submitted as part of the Cost Proposal need a signature. Required signature(s) must be signed in blue ink.

a) Have the person who is authorized to bind the Proposer sign each original Cost Proposal document or bid price form that requires a signature. Signature stamps are not acceptable.

4) Place the originally signed documents in the Cost Proposal set marked “Original Set”.

5) The signed original RFP documents in the original set may be photocopied for placement in the five (5) copies.

DRAFT

m. Restrictions on Bid Price Forms Using Base Volume Method of Payment (BVMP).

DHCS shall reject Cost Proposals that it determines are not representative of the Proposer's cost.

1) For each phase of the contract, DHCS will define a base volume range, a maximum volume range (plus level), and a minimum volume range (minus level).

a) The Proposer shall bid a single price for the base volume range which will provide for full payment for all services and expenses incurred in providing the defined product or service within the base range volume for each contract phase. **(Please note** that this **is not** a per unit price.**)**

The base volume range payment establishes a payment that will be increased or decreased on a per unit basis for volume levels above and below maximum or minimum volume levels of the base volume range respectively.

b) The Proposer shall provide a **price reduction for each unit** of product or service below the base volume range, the minus level.

c) The Proposer shall provide a **price increase for each unit** of product or service above the base volume range, the plus level.

The following is an example:

	MINIMUM	**MAXIMUM**
PLUS LEVEL RANGE	1,170,001	1,370,001
BASE VOLUME RANGE	900,000	1,170,000
MINUS LEVEL RANGE	699,000	899,999

Assume that the Proposer bids $1,200,000 for the Base Volume Range, a $.25 reduction for each unit in the minus level and a $1.35 increase for each unit in the plus level. Under the three (3) examples below, at the end of the bid phase the Proposer would have been paid the following amounts over the life of the phase as follows (payment will be made on a monthly schedule to be explained later):

Volume is Above the Base Volume Range (Plus Level)

Transactions for the Phase		1,270,000
Highest Base Volume Range	-	1,170.000
Transactions Above the Base Volume Range		100,000
Per Unit Plus Level Bid	x	$ 1.35
Plus Level Payment		$ 135,000
Base Volume Range Bid	+	$1,200,000
Total Payment:		$1,335,000

DRAFT

Volume is Within the Base Volume Range

Transactions for the Phase		1,100,112
Base Volume Range Bid		$1,200,000
Total Payment		$1,200,000

Volume is Below Base Volume Range (Minus Level)

Transactions for the Phase		800,000
Lowest Base Volume Range	-	900,000
Transactions Below the Base Volume Range		- 100,000
Per Unit Minus Level Bid	x	$0.25
Plus Level Payment		-$25,000
Base Volume Range Bid	+	$1,200,000
Total Payment		$1,175,000

2) Cost Allocation

To prevent an inequitable distribution of cost for Enrollment/Disenrollment Transactions, HCO Informing Packet Mailings, Telephone Call Center and payments for the Enrollment Services Representatives, the Proposer is barred from submitting a bid price for any phase or extension that is less than 90% of the annualized bid price of the first phase bid price. Hourly pricing does not require annualization. For purposes of calculating the annualized rate, the first phase bid price (the identified evaluation price) shall be divided by the number of months in the first phase and then multiplied by twelve (12).
Failure to comply with the minimum price bid may cause a proposal to be deemed nonresponsive.

This amount should be reported under the Minimum Base Volume Range Bid or Minimum Hourly Bid Price, on Attachments 16-2, 16-3, and 16-4, as appropriate.

Calculation Example:

In keeping with the example under Section 3, the Base Volume Range Bid for the first year is reported as $1,200,000. The first phase is identified to be a nine (9) month period.

$1,200,000 ÷ 9 = $133,333 per month

$133,333 X 12 = $1,600,000 the annualized rate for the first phase.

1,600,000 X 90%= $1,440,000 the minimum annualized bid price any future year under this example.

The Minimum Hourly Bid Price is calculated in similar manner. Because the Minimum Hourly Bid Price is not annualized, the first phase bid amount is simply multiplied by 90%.

DRAFT

Calculation Example

The first phase Enrollment Services Representatives Group Bid Price is $20 per service representative.

$20.00 X 90%= $18.00 the minimum bid price in any future year under this example.

This amount should be reported under the Minimum Base Volume Bid or Minimum Hourly Bid, as appropriate.

DHCS, at its sole discretion, may request supporting documentation or reject any proposal in which bid prices are not allocated in a justifiable manner.

n. Cost Proposal Bid Price Forms

For those areas bid in the Cost Proposal, the Proposer shall complete the following Cost Proposal Bid Price forms, which can be found under the Attachment Section of this RFP. One (1) original set, five (5) copies and one (1) CD-ROM of the Cost Proposal shall be submitted in a different package than the package containing the Narrative Proposal.

The Bid Price forms shall be in the order listed below:

1) TAKEOVER BID PRICE, ATTACHMENT TBD

The Proposer shall enter a proposed bid price for Takeover on Attachments 16-1, Takeover Bid Price and 16-9, Total Price Bid. The Contractor will be required to submit a detailed listing of all Takeover expenses to OMCP within five (5) business days after the Intent to Award. This listing shall be used to adjust the bid price in the event that the incumbent is the successful bidder for the replacement of this Contract and DHCS determines that certain Takeover requirements are not necessary. There shall be no adjustments to the Contractors Operations bid price for any Takeover cost disallowed by DHCS. The Takeover bid price will **not** be a consideration in the evaluation of the Cost Proposal.

2) OPERATIONS BID PRICE – ENROLLMENT/DISENROLLMENT TRANSACTIONS, ATTACHMENT TBD

The Proposer shall enter a Base Volume Price for Enrollment/ Disenrollment Transactions for the Base Volume Range/Level for each phase identified on Attachments 16-2, Operations Bid Price – Enrollment/Disenrollment Transactions and 16-8, Consolidated Operations. **This bid price shall not be a per unit price.** The bid price for each phase shall be evaluated against the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Base Volume Price for Phase 1 should be used to calculate the Minimum Base Volume Bid Price as explained under Section M.3.m.2) Cost Allocation. The Minimum Base Volume Bid Price should be reported under “Minimum Base Volume Bid Price” located in the upper right corner on Attachments 16-2 through 16-4. (Please note that none of the Base Volume Price for Phase 2 through Extension 3 should be less than the Minimum Base Volume Bid Price.)

DRAFT

The Proposer shall also enter a plus level unit price for each phase. The bid price for the plus level shall increase the Base Volume Price for each actual Transaction above the identified maximum base volume range for that phase. **The plus level price shall be a per unit price bid.**

The evaluation of the plus level unit price is achieved by multiplying the maximum number of the plus level transactions by the unit price and then adding that amount to base volume bid price for each phase. This amount is then compared to the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Proposer shall also enter a minus level unit price for each phase. The bid price for the minus level shall reduce the Base Volume Price for each actual transaction below the identified minimum base volume range/level for that phase. **The minus level price shall be a per unit price.**

The evaluation of the minus level unit price is achieved by determining the maximum number of minus level transactions. Those transactions are then multiplied by the unit price. This amount is then subtracted from the Base Volume Price to establish the evaluation price for each phase. This amount is then compared to the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

3) OPERATIONS BID PRICE – HCO PROGRAM INFORMING PACKET MAILINGS, ATTACHMENT TBD

The Proposer shall enter a Base Volume Price for HCO program Informing Packet Mailings for the Base Volume Range/Level for each phase identified on Attachments 16-3, Operations Bid Price – HCO Program Informing Packet Mailings and 16-8, Consolidated Operations. **This bid price shall not be a per unit price.** The bid price for each phase shall be evaluated against the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Base Volume Price for Phase 1 should be used to calculate the Minimum Base Volume Bid Price as explained under Section M.3.m.2) Cost Allocation. The Minimum Base Volume Bid Price should be reported under “Minimum Base Volume Bid Price” located in the upper right corner on Attachments 16-2 through 16-4. (Please note that none of the Base Volume Price for Phase 2 through Extension 3 should be less than the Minimum Base Volume Bid Price.)

The Proposer shall also enter a plus level unit price for each phase. The bid price for the plus level shall increase the Base Volume Price for each actual packet mailed above the identified maximum base volume range for that phase. **The plus level price shall be a per unit price bid.**

The evaluation of the plus level unit price is achieved by multiplying the maximum number of the plus level units by the unit price and then adding that amount to Base Volume Price for each phase. This amount is then compared to the lowest bid price

DRAFT

of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Proposer shall also enter a minus level unit price for each phase. The bid price for the minus level shall reduce the Base Volume Price for each actual packet mailed below the identified minimum base volume range/level for that phase. **The minus level price shall be a per unit price.**

The evaluation of the minus level unit price is achieved by determining the maximum number of minus level units. Those units are then multiplied by the unit price. This amount is then subtracted from the Base Volume Price to establish the evaluation price for each phase. This amount is then compared to the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in O.,6., Stage 6 – Determining Cost Proposal Points Earned.

4) OPERATIONS BID PRICE – TELEPHONE CALL CENTER – ATTACHMENT 16-4

The Proposer shall enter a Base Volume Price for Telephone Call Center for the Base Volume Range/Level for each phase identified on Attachments 16-4, Operations Bid Price – Telephone Call Center and 16-8, Consolidated Operations. **This bid price shall not be a per unit price.** The bid price for each phase shall be evaluated against the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Base Volume Price for Phase 1 should be used to calculate the Minimum Base Volume Bid Price as explained under Section M.3.m.2) Cost Allocation. The Minimum Base Volume Bid Price should be reported under “Minimum Base Volume Bid Price” located in the upper right corner on Attachments 16-2 through 16-4. (Please note that none of the Base Volume Price for Phase 2 through Extension 3 should be less than the Minimum Base Volume Bid Price.)

The Proposer shall also enter a plus level unit price for each phase. The bid price for the plus level shall increase the Base Volume Price for each actual transaction above the identified maximum base volume range for that phase. **The plus level price shall be a per unit price bid.**

The evaluation of the plus level unit price is achieved by multiplying the maximum number of the plus level units by the plus unit price and then adding that amount to Base Volume Price for each phase. This amount is then compared to the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Proposer shall also enter a minus level unit price for each phase. The bid price for the minus level shall reduce the Base Volume Price for each actual transaction below the identified minimum base volume range/level for that phase. **The minus level price shall be a per unit price.**

The evaluation of the minus level unit price is achieved by determining the maximum number of minus level units. Those units are then multiplied by the minus unit price. This amount is then subtracted from the Base Volume Price to establish the

DRAFT

evaluation price for each phase. This amount is then compared to the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in Section O.,6., Stage 6 – Determining Cost Proposal Points Earned.

5) HOURLY REIMBURSEMENT BID PRICE – ENROLLMENT SERVICES REPRESENTATIVES, ATTACHMENT 16-5

The Proposer shall enter an hourly rate bid price for Enrollment Services Representatives for each phase identified on Attachment 16-5, Hourly Reimbursement Bid Price – Enrollment Services Representatives and 16-9, Total Bid Price. The bid price for each phase shall be evaluated against the lowest bid price of any Proposer for the same phase with points awarded on a proportional basis as identified in O.,6., Stage 6 – Determining Cost Proposal Points Earned.

The Hourly Rate per Hour for Phase 1 should be used to calculate the Minimum Hourly Rate Bid Price as explained under Section M.3.m.2) Cost Allocation. The Minimum Hourly Rate Bid Price should be reported under "Minimum Hourly Rate Bid Price" located in the upper right corner on Attachment 16-5. (Please note that none of the Hourly Rate per Hour for Phase 2 through Extension 3 should be less than the Minimum Hourly Rate Bid Price)

The number of Enrollment Services Representatives (FTEs) utilized at the beginning of Phase 1 shall be approved by DHCS during Takeover.

6) TURNOVER BID PRICE, ATTACHMENT 16-6

The Proposer shall enter a proposed bid price for Turnover on Attachment 16-6, Turnover Bid Price and 16-8, Total Bid Price. The Turnover Bid Price shall be subject to DHCS review and approval. The Contractor will be required to submit a detailed listing of all Turnover expenses to OMCP within five (5) business days after the Intent to Award. This listing shall be used to adjust the bid price in the event that the incumbent is the successful bidder for the replacement of this Contract and DHCS determines that certain Turnover requirements are not necessary.

7) CONSOLIDATED OPERATIONS BID PRICE, ATTACHMENT 16-7

The Proposer must enter the Base Volume Prices for each phase from Attachments 16-2 through 16-4 on Attachment 16-7.

Attachment 16-9 shall not be used in the evaluation but will be used by DHCS in the execution of the successful bidder's contract.

8) TOTAL BID PRICE, ATTACHMENT 16-8

The Proposer shall transfer various bid amounts and totals from the above-mentioned attachments to Attachment 16-8. These amounts should be added together to arrive at the total cost proposal bid price.

Attachment 16-8 shall not be used in the evaluation but will be used by DHCS in the

DRAFT

execution of the successful bidder's contract.

9) ADDITIONAL CONTRACTUAL SERVICES (ACS) BID PRICE, ATTACHMENT16-9

The Proposer shall enter a separate, stand-alone proposed bid price for the for each mandatory ACS on Attachment 16-9. The Proposer shall also include an estimate of the cost of Cost Reimbursement items associated with each mandatory ACS.

Cost Reimbursement items shall not be included in any evaluation calculation of a bid item. Cost Reimbursement items are included only for purposes of clarifying the total potential cost to DHCS in implementing a potential ACS. The Contractor will not be held to these amounts. If/when DHCS accepts the ACS proposal, the Contract shall be able to invoice DHCS for the actual cost paid once approved by DHCS.

The bid prices for Operations shall be proposed for each phase identified on Attachment 16-9. The mandatory ACS bid prices shall be a consideration in the evaluation of the Cost Proposal and must be submitted with the Cost Proposal.

DHCS may request the cost data to be substantiated for the bid price for an ACS. The Proposer must supply such cost data from the escrow account, except to the extent that the cost data requested contains confidential, proprietary, or trade secret information. In that event, DHCS' review of the parts of the cost data that the Proposer claims are proprietary shall be governed by this RFP, Section D, Proposer Questions.

10) ADDITIONAL CONTRACTUAL SERVICES (ACS) – CONTRACTOR PROPOSED BID PRICE, ATTACHMENT 16-10

The Proposer shall enter a separate, stand-alone proposed bid price for the for each Contractor proposed ACS on Attachment 16-10. The Proposer shall also include an estimate of the cost of Cost Reimbursement items associated with each mandatory ACS. The ACS bid process shall not be a consideration in the evaluation of the Cost Proposal, but must be submitted with the Cost Proposal.

Cost Reimbursement items are included only for purposes of clarifying the total potential cost to DHCS in implementing a potential ACS. The Contractor will not be held to these amounts. If/when DHCS accepts the ACS proposal, the Contract shall be able to invoice DHCS for the actual cost paid once approved by DHCS.

DHCS may request the cost data to be substantiated for the bid price for an ACS. The Proposer must supply such cost data from the escrow account, except to the extent that the cost data requested contains confidential, proprietary, or trade secret information. In that event, DHCS' review of the parts of the cost data that the Proposer claims are proprietary shall be governed by this RFP, Section D, Proposer Questions.

N. Proposal Submission

1. General Instructions

   a. Assemble the accompanying CD on top of the paper copies. Package an original and five (5) copies of the proposal together. Place the proposal set marked "Original" on top, followed by the five (5) extra paper copies.

DRAFT

b. If possible, place all proposal copies and accompanying CD in a single envelope or package. Seal the envelope, package, carton, or box.

If more than one envelope, package, carton, or box is submitted, carefully label each one as instructed below, and mark on the outside of each envelope or package "1 of X", "2 of X", etc.

c. Mail or arrange for hand delivery of the proposal sets and accompanying CD to the Department of Health Care Services' Office of Medi-Cal Procurement (OMCP). Proposals may not be transmitted electronically by fax or email.

d. The Office of Medi-Cal Procurement must receive the proposal sets and accompanying CD, regardless of postmark or method of delivery, by **4:00 p.m.** Pacific Time **on TBD**. Late proposals will not be reviewed or scored.

e. Label and submit the proposal sets and accompanying CD using one of the following methods.

Hand Delivery or Overnight Express:	**U.S. Mail:**
Proposal - RFP 16-93074 Department of Health Care Services Daniel Choy / Brian Quacchia Office of Medi-Cal Procurement 1000 G St, 4th Floor Sacramento, CA 95814	**Proposal - RFP 16-93074** Department of Health Care Services Daniel Choy / Brian Quacchia Office of Medi-Cal Procurement 1000 G St, 4th Floor Sacramento, CA 95814

f. Proposer warning

1) An appointment request to schedule a delivery time is encouraged. To schedule an appointment, please submit an email request to omcprfp5@dhcs.ca.gov with the subject line: "RFP Submission #16-93070" or call (916) 552-8006. For hand deliveries or courier service, allow sufficient time to locate on street metered parking and to sign in at the security desk. Ask security personnel to call OMCP at (916) 552-8006 to arrange for proposal pickup and receipt issuance. **Proposers are warned not to surrender their proposals to the care of a person other than DHCS' OMCP staff**.

2) DHCS' internal processing of U.S. mail may add forty-eight (48) hours or more to the delivery time. If the proposal is mailed, consider using certified or registered mail and request a receipt upon delivery.

2. Proof of timely receipt

a. All mailed proposals will be dated and time stamped upon receipt at DHCS. Proposals hand delivered will be issued a date and time stamped receipt at the time the proposal is delivered.

To be timely, OMCP must receive each proposal at the stated delivery address no later than 4:00 p.m. on the proposal submission date. A U.S. postmark will not serve as proof of timely delivery.

DRAFT

b. DHCS will deem late proposals nonresponsive.

3. Proposer costs

Proposers are responsible for all costs of developing and submitting a proposal. Such costs cannot be charged to DHCS or included in any cost element of a Proposer's price offering.

O. Evaluation and Selection

A multiple stage evaluation process will be used to review and/or score technical proposals. DHCS will reject any proposal that is found to be nonresponsive at any stage of evaluation.

1. Stage 1 – Required Attachment / Certification Checklist review

a. Shortly after the proposal submission deadline, DHCS staff will convene to review each proposal for timeliness, completeness, and initial responsiveness to the RFP requirements. This is a pass/fail evaluation.

b. In this review stage, DHCS will compare the contents of each proposal to the claims made by the Proposer on the Required Attachment / Certification Checklist to determine if the Proposer's claims are accurate.

c. If deemed necessary, DHCS may collect additional documentation (i.e., missing forms, missing data from RFP attachments, missing signatures, etc.) from a Proposer to confirm the claims made on the Required Attachment / Certification Checklist and to ensure that the proposal is initially responsive to the RFP requirements.

d. If a Proposer's claims on the Required Attachment / Certification Checklist cannot be proven or substantiated to DHCS' satisfaction, the proposal will be deemed nonresponsive and rejected from further consideration.

2. Stage 2 – Narrative proposal evaluation/scoring

a. Proposals that appear to meet the basic format requirements, initial qualification requirements and contain the required documentation, as evidenced by passing the Stage 1 review, will be submitted to a rating committee.

Raters will individually and/or as a team review, evaluate and numerically score proposals based on each proposal's adequacy, thoroughness, and the degree to which it complies with the RFP requirements.

b. DHCS will use the following scoring system to assign points. Following this chart is a list of the considerations that raters may take into account when assigning individual points to a technical proposal.

Points	Interpretation	General basis for point assignment
0	**Inadequate**	Proposal response (i.e., content and/or explanation offered) is inadequate or does not meet DHCS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are significant and unacceptable.

DRAFT

Points	Interpretation	General basis for point assignment
1	**Barely Adequate**	Proposal response (i.e., content and/or explanation offered) is barely adequate or barely meets DHCS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), are consequential but are acceptable. The quality of the proposal response is considered to be less than average for a qualified proposer.
2	**Adequate**	Proposal response (i.e., content and/or explanation offered) is adequate or meets DHCS' basic needs/requirements or expectations. The omission(s), flaw(s), or defect(s), if any, are inconsequential and acceptable. The proposal response is considered to be of average quality for a qualified proposer.
3	**More than Adequate**	Proposal response (i.e., content and/or explanation offered) is more than adequate and fully meets DHCS' needs/requirements or expectations. No omission(s) or flaw(s) are apparent. The proposal response is not considered outstanding but is above the average quality that is expected from a qualified proposer.
4	**Excellent or Outstanding**	Proposal response (i.e., content and/or explanation offered) is well above average or exceeds DHCS' needs/requirements or expectations. Proposer offers one or more enhancing feature, method or approach that will benefit the State. Response represents the best proposal that can be expected of any Proposer. Any present weakness is minor and unrelated to a performance requirement.

*Note: A score of zero does not render a bidder nonresponsive.

c. In assigning points for individual rating factors, raters may consider issues including, but not limited to, the extent to which a proposal response:

1) Is lacking information, lacking depth or breadth or lacking significant facts and/or details, and/or

2) Is fully developed, comprehensive and has few if any weaknesses, defects or deficiencies, and/or

3) Demonstrates that the Proposer understands DHCS' needs, the services sought, and/or the Contractor's responsibilities, and/or

4) Illustrates the Proposer's capability to perform all services and meet all scope of work requirements, and/or

5) If implemented, will contribute to the achievement of DHCS' goals and objectives, and/or

6) Demonstrates the Proposer's capacity, capability and/or commitment to exceed regular service needs (i.e., enhanced features, approaches, or methods; creative or innovative business solutions).

DRAFT

d. Below are the point values and weight values for each rating category that will be scored.

1) Proposals, excluding the Cost Section, will be scored on a scale of 0 to 1117 points, as follows:

Rating Category	Points	X	Weight	=	Total
Executive Summary	20	X	0.5	=	10
Proposing Firm's Capability	40	X	2	=	80
Management Plan	32	X	1	=	32
Project Personnel	84	X	2	=	168
Facilities and Resources	48	X	1	=	48
Financial Stability Plan	36	X	1	=	36
Additional Contractual Services	28	X	0.25	=	7
Work Plan	368	X	2	=	736
Possible Narrative Proposal Total					**1117**

2) DHCS will consider a proposal technically deficient and nonresponsive if the narrative portion of the proposal earns a score that is less than **XXX points after weighting.** Nonresponsive proposals will not advance to Stage 3. [This is the passing score that must be earned to go to the cost scoring phase. This score will always be less than the total score earnable.]

3. Stage 3 – Scoring the Cost Section

a. Proposers that earned a passing technical proposal score in Stage 2 will have the Cost Section of their proposal scored and/or evaluated according to the process described herein.

b. The proposal offering the lowest total cost earns **335** Cost points. The remaining proposals earn cost points through the cost conversion formula shown below. Final calculations shall result in numbers rounded to two decimal places.

$$\frac{\text{Lowest Cost}}{\text{Another Cost}} \times \textbf{335} \text{ (Possible cost points) } \textbf{335} = \text{The Other Proposer's cost score}$$

c. **Example for illustration purposes**:

Lowest cost earns **19**0 points

$100,000 (lowest cost) ÷ $127,000 (another proposal cost) = .7874
.7874 X **190** points = 149.606 rounded to 149.61 (Cost Score of another proposer)

4. Stage 4 - Additional Contractual Services (ACS)

a. Points awarded during the ACS evaluation will be based upon the degree to which the ACS improves:

DRAFT

1) Beneficiary education and enrollment services;

2) Ability to administer the Contract;

3) The level and efficiency of completing processes described in this RFP;

4) Systematic control of program costs.

b. Assumptions

1) The ACS will be subject to further evaluation, including a cost analysis to determine if the benefit derived from implementation of the ACS is worth the cost of development. This further evaluation will occur after the Notice of Intent to Award is posted.

2) Prices for ACSs will be included in the calculation of the total evaluated price used in Cost Proposal scoring.

c. The ESC will evaluate the following questions to score an ACS.

Additional Contractual Services (ACS)
1. To what extent is the ACS an improvement of existing HCO Program Operations?
2. To what extent is the ACS consistent with DHCS policy?
3. To what extent is the ACS consistent with the requirements and intent of the RFP?
4. To what extent does the ACS allow for DHCS monitoring and auditing?
5. To what extent is the ACS in the best interest of DHCS?
6. To what extent is the ACS feasible to implement?
7. To what extent does the ACS show an understanding of the HCO Program Operations and its related processes?
ACS Score ___ Points Earned x .25 Weight = ___

5. Stage 5- Cost Proposal Evaluation

The Cost Proposal evaluation consists of two parts.

a. The PRC will review each Cost Proposal for completeness and responsiveness to the RFP requirements.

1) The PRC will compare the contents of each Cost Proposal to the claims made by the Proposer on Required Attachment/Certification Checklist, Attachment 2, to determine if the Proposer's claims are accurate.

DRAFT

2) If a Proposer's claims on the Required Attachment/Certification Checklist, Attachment 2, cannot be proven or substantiated, the Cost Proposal may, at DHCS' sole discretion, be deemed non-responsive and the entire proposal rejected from further consideration.

3) If a Proposer fails to submit a complete Cost Proposal in DHCS' prescribed format, its Cost Proposal, may, at DHCS' sole discretion, be deemed non-responsive and the entire proposal rejected from further consideration.

b. After it has been determined that the Cost Proposal is complete and in compliance with the RFP instructions, the ESC will:

1) Review the Cost Proposal to ensure that it contains nothing that changes how the Contract payment structure operates, the incentives provided in the payment structure, or the Proposer's demonstrated ability to perform the Contract (Contractor responsibility).

2) Evaluate whether the Proposer states its awareness that all prices contained in its proposal are fixed, other than the cost reimbursement area.

3) In the event of arithmetic or transposition errors, DHCS will interpret numbers contained in the Cost Proposal in the manner described in DHCS Rights, Section Q.8.d.1, Correction of Clerical or Mathematical Errors.

4) The maximum amount of points that can be earned from the Cost Proposal is 728.6667 points. The Cost Proposal Score represents forty percent (40%) of the Total Proposal Score. Cost scores shall be calculated to at least four decimal places with the Final Cost Proposal Scores rounded to two (2) decimal places.

6. Stage 6 - Determining Cost Proposal Points Earned

a. Total Price or Single Price per Phase

The method for determining points awarded for the cost section is based on the lowest bidder receiving the maximum points allowed for the bid price under consideration. All other non-lowest Proposers shall receive a proportional number of points based on their bid price when compared to the lowest bid price. This can be expressed mathematically as:

Lowest Bid Price ÷ Bidder's Price = Percentage of Maximum Points Available

Percentage of Maximum Points Available X Maximum Points Available = Points Earned

Points are assigned by DHCS for each price to be evaluated and may vary from Phase to Phase or Service to Service.

Calculation Example (Single Price per Phase):

Proposer A bids $800,000 for Phase 1 for Service X.
Proposer B bids $1,000,000 for Phase 1 for Service X.
Maximum Points Available 50 Points

DRAFT

Proposer A Earns $800,000 ÷ $800,000 = 100% X 50 Points = 50points
Proposer B Earns $800,000 ÷ $1,000,000 = 80% X 50 Points = 40points

This is repeated for each phase or extension bid.

b. Determining Cost Proposal Points Earned When Using Base Volume Pricing

When determining points for base volume pricing the same concept is used as those explained above. However, interdependence of the plus level and minus level to the base range bid requires that additional calculations be made in determining the points to be awarded.

DHCS shall assign points to be earned to the plus level, the minus level and the base volume price of each phase or extension of service requested. Each phase extension shall be evaluated separately and compared to the lowest bidder for that phase or extension with each of the three levels compared as described below.

The criteria for evaluating the base volume pricing shall be as follows:

Lowest Bidder's Base Volume Price ÷ Bidder's Base Volume Price = Percentage of Points of Assigned Points Available

Percentage of Points Assigned Available X Assigned Points Available = Points Earned

Example:
Phase 1 (Base Volume Range)

Proposer A bids $900,000 for Phase 1 for the Base Volume Range.
Proposer B bids $1,200,000 for Phase 1 for the Base Volume Range.

Maximum Points Available/Assigned 80 Points

Proposer A Earns $900,000 ÷ $900,000 = 100% X 80 Points = 80 Points
Proposer B Earns $900,000 ÷ $1,200,000 = 75% X 80 Points = 60 Points

c. Criteria for Evaluating the Plus Level

The criteria for evaluating the plus level shall be as follows:

The incremental price increase bid shall be multiplied by the maximum number of units on which DHCS shall pay on plus level units. The maximum plus level number of units is calculated as follows.

Maximum Plus Level Units Less Maximum Base Range Level = Maximum Number of Plus Level Units (Plus Level Payable Units) on which DHCS Shall Pay The Plus Level Payable Units is then multiplied by the bid price for that phase or extension and added to the Base Volume Range Price to determine the evaluation price.

DRAFT

Example

For Phase 1 (Plus Level)

Maximum Base Volume Range 1,000, 000 units.
Maximum Plus Level of production Range 1,200, 000 units

1,200,000 Units - 1,000,000 Units = 200,000 Plus Level Payable Units

Proposer A bids $ 1.00.per plus level unit.
Proposer B bids $ 0.50 per plus level unit.

Proposer A bids $900,000 for Phase 1 for the Base Volume Price.
Proposer B bids $1,200,000 for Phase 1 for the Base Volume Price.

Proposer A $1.00 X 200,000 Plus Level Payable Units = $ 200,000 + $900,000 for Phase 1 for the Base Volume Price = $1,100,000 Evaluation Price.

Proposer b $ 0.50 X 200,000 Plus Level Payable Units = $ 100,000 + $1,200,000 for Phase 1 for the Base Volume Price = $1,300,000 Evaluation Price.

Maximum Points Available/Assigned 30 Points

Proposer A $1,100,000 Lowest Evaluation Price/$1,100,000 A's Evaluation Price = 1.00 X 30 Points = 30 Points Earn for the Phase 1 Plus Range Bid

Proposer B $1,100,000 Lowest Evaluation Price/$1,300,000 B's Evaluation Price = .8462 X 30 Points = 25.3680 Points Earn for the Phase 1 Plus Range Bid.

d. Criteria for Evaluating the Minus Level

The criteria for evaluating the minus level shall be as follows:

The incremental price decrease bid shall be multiplied by the maximum number of units by which the minus level may be decreased. The maximum number minus level reduction units is calculated as follows.

Minimum Base Range Level less lowest Minimum Level = Minimum Number of Minus Level Units (Minus Level Reduction Units) by which DHCS shall reduce the Base Volume Range payment.

The Minus Level Reduction Units is then multiplied by the bid reduction price for that phase or extension and subtracted from the Base Volume Range Price to determine the evaluation price.

Example

For Phase 1 (Minus Level)

Minimum Base Volume Range 900, 000 units.
Minimum Minus Level 800, 000 units

900,000 Units - 800,000 Units = 100,000 Minus Level Reduction Units

DRAFT

Proposer A bids $ 0.05.per minus level units.
Proposer B bids $ 1.00. per minus level units.

Proposer A bids $900,000 for Phase 1 for the Base Volume Price.
Proposer B bids $1,200,000 for Phase 1 for the Base Volume Price.

Proposer A's Phase 1 for the Base Volume Price $900,000 - $0.05 X 100,000 Minus Level Reduction Units = $895,000 Evaluation Price.

Proposer B's Phase 1 for the Base Volume Price $1,100,000 - $1.00 X 100,000 Minus Level Reduction Units = $1,000,000 Evaluation Price.

Maximum Points Available/Assigned 15 Points

Proposer A $895,000 Lowest Evaluation Price/$895,000 A's Evaluation Price = 1.00 X 15 Points = 30 Points Earn for the Phase 1 Plus Range Bid

Proposer B $895,000 Lowest Evaluation Price/$1,000,000 B's Evaluation Price = .8950 X 15 Points = 13.4250 Points Earn for the Phase 1 Plus Range Bid.

The process is repeated for each phase or extension for all base range price bids to which are to be evaluated.

7. Stage 7 – Combining Narrative Proposal Score and Cost Section Score

DHCS will combine the narrative proposal score to the final Cost Section score and will tentatively identify the firm with the highest combined proposal score from each of the earlier evaluation stage(s).

8. Stage 8 – Adjustments to Score Calculations for Bidding Preferences/Incentives

a. DHCS will determine which firms, if any, are eligible to receive a bidding preference (i.e., small business or non-small business Subcontractor preference, DVBE incentive, etc.

b. To confirm the identity of the highest scored responsive Proposer, DHCS will adjust the total score for applicable claimed preference(s)/incentives for eligible Proposers. DHCS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services. More information about the allowable bidding preferences appears in the RFP section entitled, "Preference and Incentive Programs".

9. Stage 9 – Final Score Calculation

DHCS will use the formula shown below to calculate final proposal scores and to determine the highest scored proposal.

a.	Narrative Proposal Score (including Interview points)	x 70% =	Technical Score
b.	Cost Section Score	x 30% =	Cost Score

c. Technical Score
\+ Cost Score
= Total Point Score

DRAFT

P. Narrative Proposal Rating Factors

Raters will use the following criteria to score the narrative portion of each proposal.

1. Executive Summary

Executive Summary Rating Factors [Not to exceed 3 pages]	**Points Possible**	**Points Earned**
1. To what extent did the Proposer express, in its own words, its understanding of DHCS' needs and the importance of this project? **Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.**	**4**	
2. To what extent did the Proposer demonstrate the tangible results that it expects to achieve? **Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.**	**4**	
3. To what extent did the Proposer express demonstrates a commitment to perform this work in an efficient and timely manner?	**4**	
4. To what extent did the Proposer demonstrate that it can effectively integrate this project into its current obligations and existing workload?	**4**	
5. To what extent did the proposer adequately explain why it should be chosen to undertake this project at this time?	**4**	
Executive Summary Score ____ Points earned X 0.50 =		_____

2. Proposing Firm's Capability

Proposing Firm's Capability Rating Factors	**Points Possible**	**Points Earned**
6. Upon reviewing the Proposer's description of its business history, to what extent are the Proposing firm's goals relevant, closely related, or will their goals complement this project?	**4**	
7. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in operating and managing a Medicaid, Medicare, or other health plan enrollment system(s)?	**4**	
8. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in designing, developing, operating, and managing a large-scale plan enrollment operation that is similar in scale and function to HCO Program described in this RFP?	**4**	
9. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in operating and managing other government Contracts?	**4**	

DRAFT

Proposing Firm's Capability Rating Factors	Points Possible	Points Earned
10. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in nature or closely related to the RFP Scope of Work?	**4**	
11. From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in the management of operational requirements describe in Exhibit A, Attachment II – Operations.	**4**	
12. Based on a review of the Proposer's information about its prior accounts or work projects in the past (3) years from the RFP release date, to what extent did the Proposer demonstrate that it has performed services that were similar in nature or closely related to the RFP Scope of Work?	**4**	
13. To what extent did the Proposer's prior clients, as a whole, confirm their satisfaction with the Proposer's past work and did those clients indicate that they would use the Proposer's services again?	**4**	
14. To what extent did the Proposer's prior clients confirm the Proposer's ability to deliver timely and effective services and deliverables?	**4**	
15. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Proposing Firm's Capability Score ____ Points earned X 2.0 =		_____

DRAFT

3. Management Plan

Management Plan Rating Factors	Points Possible	Points Earned
16. To what extent has the Proposer demonstrated its capability to effectively coordinate, manage and monitor the efforts of assigned staff (including Subcontractors and consultants) to ensure that work is effectively completed and timely?	**4**	
17. Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent are the fiscal processes and controls appear adequate to ensure the responsible use and management of contract funds and accurate invoicing?	**4**	
18. Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent can the Proposer properly account for state project costs to ensure that only appropriate costs are billed to DHCS?	**4**	
19. Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent are the Proposer's fiscal reporting and monitoring capabilities adequate to ensure contract funds are managed responsibly?	**4**	
20. Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent has the Proposer demonstrated that it will maintain appropriate documentation to prove, support, or substantiate the expenses invoiced to DHCS?	**4**	
21. Upon reviewing the Proposer's organization chart in the Appendix Section, to what extent is the Proposer's organizational structure sound with distinct lines of authority and reporting relationships between management and all staff including Subcontractors and independent consultants?	**4**	
22. Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent is the Proposer is financially stable and sound?	**4**	
23. Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent does the Proposer have access to appropriate fiscal resources to carry State expenses for several months while awaiting reimbursement?	**4**	
Management Plan Score ____ Points earned X 1.0 =		_____

DRAFT

4. Project Personnel

Project Personnel Rating Factors	Points Possible	Points Earned
24. Upon reviewing the Proposer's staffing plan, to what extent has the Proposer allocated a sufficient number of staff in the appropriate position levels or classifications to perform the full range of services?	**4**	
25. To what extent does the Proposer show that the proposed staff for each organizational unit represents the appropriate classification(s)?	**4**	
26. To what extent does the Proposer show that the organizational structure provides for a logical division of responsibilities and workable reporting relationships?	**4**	
27. Upon reviewing the proposed job descriptions or duty statements for the proposed personnel, to what extent has the Proposer reasonably assigned the job responsibilities and tasks among the different personnel?	**4**	
28. Upon reviewing the proposed job descriptions or duty statements for the proposed personnel (including Subcontractors and independent consultants), to what extent has the Proposer reasonably divided the work between its in-house resources and proposed Subcontractors (including independent consultants)? If no subcontracting or use of consultants is proposed, up to 4 points will be assigned based on the effectiveness of the Proposer's allocation of tasks to its in-house personnel.	**4**	
29. Upon reviewing the job descriptions and resumes of the proposed staff [excluding the project director(s)/administrator(s) or project coordinator(s)], to what extent do the proposed personnel possess the qualifications and expertise needed to perform the assigned duties?	**4**	
30. Upon reviewing the job descriptions and resumes of the proposed project director(s)/administrator(s) or project coordinator(s), to what extent do the proposed personnel possess the qualifications, past experience and expertise needed to carry out their assigned responsibilities?	**4**	
31. Upon reviewing the Proposer's administrative policies and procedures, to what extent will the policies/procedures lead to the recruitment and selection of qualified, competent and experienced staff, Subcontractors and/or independent consultants for this project?	**4**	
32. To what extent does Proposer have acquisition methods to recruit and select staff?	**4**	
33. To what extent does the proposed Staff Loading Chart assure that experienced and trained personnel are available to support all Takeover tasks and begin full HCO Program Operations?	**4**	

DRAFT

Project Personnel Rating Factors	Points Possible	Points Earned
34. To what extent does the Proposer show that the proposed acquisition methods ensure that staff hired is experienced, especially in the specialized areas?	**4**	
35. To what extent does the Proposer show that contingency staffing plans are offered to ensure provision of service to beneficiaries, other interested parties and DHCS without interruption?	**4**	
36. To what extent does the Proposer show that it has a senior management team for the Contract?	**4**	
37. In reviewing the commitment of the Proposer's staff, to what extent does the Proposer guarantee an employee's assignment to the Contract will continue; i.e., an employee will be assigned to this Contract for at least two (2) years, and the Contractor Representative for at least three (3) years (excluding employee termination of all relationships with the Proposer or Proposer's Subcontractors as they apply to this Contract)?	**4**	
38. To what extent does the Proposer show that the Contractor Representative will have decision-making authority for administrative, operations and system decisions and ability to bind the Proposer?	**4**	
39. To what extent does the Proposer show reporting relationships between the Contractor Representative and any Subcontractors?	**4**	
40. To what extent does the Proposer show reporting relationships between the Contractor Representative and the required management team staff?	**4**	
41. To what extent does the Proposer's Contract priority statement show that this Contract will be of high priority to the Proposer and any parent corporations or Subcontractors?	**4**	
42. To what extent does the Proposer's Contract priority statement show that the Contractor Representative and all employees are staff dedicated to this Contract only?	**4**	
43. To what extent does the Proposer identify all affiliates or persons and concerns exercising control or ownership of the Proposer and any or all of its affiliates? In this question, evaluate whether the Proposer indicated the type of control or ownership; i.e., common officers, directors, stockholders with controlling interest.	**4**	
44. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Project Personnel Score ____ Points earned X 2.0 =		_____

5. Facilities and Resources

Facilities and Resources Rating Factors	Points Possible	Points Earned
45. To what extent does the Proposer have access to office facilities that are sufficient to enable performance of the scope of work?	**4**	

DRAFT

Facilities and Resources Rating Factors	Points Possible	Points Earned
46. To what extent does the Proposer have access to adequate support services and other resources that are needed to ensure successful performance?	**4**	
47. To what extent does the Proposer possess or have access to the following specific resources needed to ensure successful performance [identify the specific required resources such as configuration for computers, servers, software, etc.]?	**4**	
48. To what extent does the Proposer's plan commit the Proposer to securing a facility and making all necessary modifications on a timely basis to meet RFP requirements, including the commitment to provide space for DHCS on-site monitoring as required in the RFP?	**4**	
49. To what extent does the Proposer's plan commit to securing all necessary space for field staff to conduct presentations?	**4**	
50. To what extent does the Proposer include all necessary tasks and clearly define, through narrative description, supporting documentation, and Gantt charts (or equivalent) that the tasks are reasonable and logical in terms of sequencing, interdependencies, and priorities?	**4**	
51. To what extent does the Proposer show an understanding of the interdependencies between Takeover tasks?	**4**	
52. To what extent does the Proposer show how the plan provides for the monitoring of plan progress and reporting to DHCS?	**4**	
53. To what extent does the Proposer show its plan to secure a facility located within a fifteen (15) mile radius of the Capitol, including lease or purchase options and evidence of timely telephone, telecommunications, electrical service, and whatever other requirements are appropriate based on the SOW requirements?	**4**	
54. To what extent does the Proposer's plan meet all RFP requirements in providing for interim Takeover space and permanent space for DHCS staff?	**4**	
55. To what extent does the Proposer show that it has access to sufficient resources to allow it to fulfill the necessary business and performance requirements as described in the RFP?	**4**	
56. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Facilities and Resources Score ____ Points earned X 1.0 =		_____

DRAFT

6. Financial Stability

Financial Stability Plan Evaluation Questions	Points Possible	Points Earned
57. To what extent does the Proposer show it has financial resources to maintain the capital investment in this project until DHCS accepts the deliverables for Takeover?	**4**	
58. To what extent does the Proposer show that it has the ability to generate positive cash flow from other ongoing operations and/or working capital to cover the lapse between the time the Contractor submits invoices and DHCS pays invoices? This includes the ability to endure cash flow shortages or other financial difficulties that might otherwise have a significant adverse effect upon the Contractor's operations and interfere with the Contractor's ability to satisfy its obligations under this Contract.	**4**	
59. To what extent does the Proposer show the ability to establish and maintain tangible net worth to provide for unexpected fluctuations or trends in operational costs, or any payment delays or liquidated damage assessments if the Contractor deliverables are rejected by DHCS?	**4**	
60. To what extent does the Proposer show the ability to meet tangible net worth requirements as outlined in Minimum Financial Criteria?	**4**	
61. To what extent are the Proposer's capital resources available for use in performing this Contract?	**4**	
62. To what extent does the Proposer show financial ratios of liquidity and debt that demonstrates financial stability?	**4**	
63. To what extent does the Proposer show that it has tangible net worth and working capital to ensure: ☐ That each task is completed during Takeover? ☐ The ongoing operation of the HCO Program? ☐ The Turnover of the HCO Program to the successor Contractor?	**4**	
64. Are the Proposer's financial statements for the last fiscal year-end accompanied by a qualified audit opinion from an independent certified public accountant?	**4**	
65. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Financial Stability Score ____ Points earned X 1.0 = ____		

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7. Work Plan

a. Overall Work Plan Structure and Methodology

Work Plan Structure and Methodology Rating Factors	Points Possible	Points Earned
66. To what extent are the Proposer's overall approaches and/or methods comprehensive and/or technically sound?	**4**	
67. To what extent did the Proposer offer a rationale basis for choosing its particular approaches and methods (i.e., proven success or past effectiveness)?	**4**	
68. To what extent are the proposed procedures, methods and approaches appropriate and reasonable (i.e., if implemented are they likely to produce the desired results)?	**4**	
69. To what extent does the Proposer describe in detail the specific actions (i.e., tasks/activities and functions) that the Proposer will perform to fulfill all scope of work requirements?	**4**	
70. To what extent will the Proposer perform the tasks/activities and functions in a logical order?	**4**	
71. To what extent are the proposed performance time lines realistic and achievable?	**4**	
72. To what extent did the Proposer adequately demonstrate how it will measure and/or prove the completion of major tasks, functions, or activities (i.e., identification of key events/outcomes or deliverables)?	**4**	
73. To what extent can the Proposer implement a smooth transition of activities with little or no disruption to ongoing services?	**4**	
Work Plan Score ____ **Points earned X 2.0 =**		_____

DRAFT

b. Takeover Plan

Takeover Plan Evaluation Questions	Points Possible	Points Earned
74. To what extent does the Proposer describe its understanding of the work to be performed during the Takeover Phase?	**4**	
75. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Takeover Phase?	**4**	
76. To what extent does the Takeover Work Plan include all required Takeover milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
77. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Takeover Management and Planning?	**4**	
78. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Personnel Acquisition and Organizational Structure functions?	**4**	
79. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Assumption of Operations Plan?	**4**	
80. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Facilities?	**4**	
81. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for the Telephone Call Center?	**4**	
82. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Education and Outreach?	**4**	
83. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for HCO Informing Materials?	**4**	

DRAFT

Takeover Plan Evaluation Questions	Points Possible	Points Earned
84. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Complaints and Grievances management?	**4**	
85. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Quality Management functions?	**4**	
86. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Reports Distribution functions?	**4**	
87. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Records Retention functions?	**4**	
88. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Security and Confidentiality functions?	**4**	
89. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Disaster Prevention and Disaster Recovery/Business Continuity functions?	**4**	
90. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the requirements for Problem Correction Process functions?	**4**	
91. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Financial Management requirements?	**4**	
92. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill Other Administrative Procedures requirements?	**4**	
93. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Takeover Phase to fulfill the Transfer of Assumptions of Operations requirements?	**4**	
94. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Takeover Plan Score	**___ Points earned X 2.0 =**	___

DRAFT

c. Operations Plans

1.0 – Telephone Call Center Plan Rating Factors	**Points Possible**	**Points Earned**
95. To what extent does the Proposer describe its understanding of the work to be performed for the Telephone Call Center functions?	**4**	
96. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Telephone Call Center function?	**4**	
97. To what extent does the Telephone Call Center Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
98. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Telephone Call Center?	**4**	
Telephone Call Center Plan Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

2.0 – Education and Outreach Plan Rating Factors	Points Possible	Points Earned
99. To what extent does the Proposer describe its understanding of the work to be performed for the Education and Outreach activities?	**4**	
100. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Education and Outreach functions?	**4**	
101. To what extent does the Education and Outreach Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
102. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Education and Outreach functions?	**4**	
Education and Outreach Plan Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

3.0 – Informing Materials Plan Rating Factors	Points Possible	Points Earned
103. To what extent does the Proposer describe its understanding of the work to be performed for the HCO Informing Materials function?	**4**	
104. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the HCO Informing Materials functions?	**4**	
105. To what extent does the HCO Informing Materials Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
106. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Education and Outreach functions?	**4**	
Informing Materials Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

4.0 – Enrollment / Disenrollment Plan Rating Factors	Points Possible	Points Earned
107. To what extent does the Proposer describe its understanding of the work to be performed for the Enrollment / Disenrollment function?	**4**	
108. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Enrollment / Disenrollment functions?	**4**	
109. To what extent does the Enrollment / Disenrollment Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
110. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Enrollment / Disenrollment functions?	**4**	
Enrollment / Disenrollment Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

5.0 – Complaints and Grievances Plan Rating Factors	Points Possible	Points Earned
111. To what extent does the Proposer describe its understanding of the work to be performed for the Complaints and Grievances function?	**4**	
112. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Complaints and Grievances functions?	**4**	
113. To what extent does the Complaints and Grievances Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
114. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Complaints and Grievances functions?	**4**	
Complaints and Grievances Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

9.0 – Quality Management Plan Rating Factors	Points Possible	Points Earned
115. To what extent does the Proposer describe its understanding of the work to be performed for the Quality Management function?	**4**	
116. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Quality Management functions?	**4**	
117. To what extent does the Quality Management Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
118. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Quality Management functions?	**4**	
Quality Management Plan Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

7.0 – Reports Plan Rating Factors	Points Possible	Points Earned
119. To what extent does the Proposer describe its understanding of the work to be performed for the Reporting functions?	**4**	
120. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Reporting functions?	**4**	
121. To what extent does the Reports Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: C. Are activities defined in the level of detail required in the RFP? D. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
122. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Reporting functions?	**4**	
Report Plan Score ____ Points earned X 2.0	**=**	**_____**

DRAFT

8.0 – Records Retention and Retrieval Plan Rating Factors	Points Possible	Points Earned
123. To what extent does the Proposer describe its understanding of the work to be performed for the Records Retention and Retrieval functions?	**4**	
124. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Records Retention and Retrieval functions?	**4**	
125. To what extent does the Records Retention and Retrieval Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
126. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Records Retention and Retrieval functions?	**4**	
Records Retention and Retrieval Plan Score **____ Points earned X 2.0**	**=**	_____

DRAFT

9.0 – Security and Confidentiality Plan Rating Factors	Points Possible	Points Earned
127. To what extent does the Proposer describe its understanding of the work to be performed for the Security and Confidentiality functions?	**4**	
128. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Security and Confidentiality functions?	**4**	
129. To what extent does the Security and Confidentiality Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
130. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Security and Confidentiality functions?	**4**	
Security and Confidentiality Plan Score **____ Points earned X 2.0**	**=**	**_____**

DRAFT

10.0 – Disaster Prevention and Recovery Plan Rating Factors	Points Possible	Points Earned
131. To what extent does the Proposer describe its understanding of the work to be performed for the Disaster Prevention and Recovery functions?	**4**	
132. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Disaster Prevention and Recovery functions?	**4**	
133. To what extent does the Disaster Prevention and Recovery Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
134. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Disaster Prevention and Recovery functions?	**4**	
Disaster Prevention and Recovery Plan Score **____ Points earned X 2.0**	**=**	**_____**

DRAFT

11.0 – Systems Requirements Plan Rating Factors	Points Possible	Points Earned
135. To what extent does the Proposer describe its understanding of the work to be performed to ensure safeguards and standards are in place to install and maintain proposed automated systems to support contract requirements ?	**4**	
136. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Systems functions?	**4**	
137. To what extent does the Systems Requirements Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
138. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Systems functions?	**4**	
Systems Requirements Plan Score ____ Points earned X 2.0	**=**	_____

DRAFT

12.0 – Problem Correction Process Plan Rating Factors	Points Possible	Points Earned
139. To what extent does the Proposer describe its understanding of the work to be performed for the Problem Correction Process functions?	**4**	
140. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Problem Correction Process functions?	**4**	
141. To what extent does the Problem Correction Process Implementation Plan include all required milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined in the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical and realistic, and do they meet submission requirements? Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
142. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Scope of Work requirements for the Problem Correction Process functions?	**4**	
Problem Correction Process Plan Score **____ Points earned X 2.0**	**=**	**_____**

DRAFT

d. Turnover Plan

Turnover Plan Rating Factors	Points Possible	Points Earned
143. To what extent does the Proposer describe its understanding of the work to be performed during the Turnover Phase?	**4**	
144. To what extent does the Proposer describe any innovative approaches that may be taken to fulfill the requirements of the Turnover Phase?	**4**	
145. To what extent does the Turnover Work Schedule include all required Turnover milestones and deliverables as required in the RFP? The following will be considerations in scoring: A. Are activities defined to the level of detail required in the RFP? B. Are the milestones and definitions of deliverables logical, realistic, and acceptable to the DHCS and do they meet submission requirements? C. Is the sequencing and scheduling of tasks logical and comprehensive? Does the sequencing and scheduling provide reasonable timeframes for timely performance of work requirements, task completion and DHCS review and approval?	**4**	
146. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Management and Planning? At a minimum the Proposer will be expected to address: A. Turnover Work Plan B. Project Control and Reporting Process C. Turnover Management Team	**4**	
147. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Personnel?	**4**	
148. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for the Turnover Facilities?	**4**	
149. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the requirements for Equipment?	**4**	
150. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for Informing Materials and Mailing functions?	**4**	

DRAFT

Turnover Plan Rating Factors	Points Possible	Points Earned
151. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the requirements for Records Retention functions?	**4**	
152. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Turnover requirements for Files?	**4**	
153. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform to fulfill the Turnover requirements for Documentation?	**4**	
154. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Testing Support requirements?	**4**	
155. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Other Administrative Procedures requirements?	**4**	
156. To what extent does the Proposer describe in detail the specific actions that the Proposer will perform during the Turnover Phase to fulfill the Turnover Processing requirements? At a minimum the Proposer will be expected to address: A. Turnover Phase-Out B. Turnover Phase-Out Work Plan and Schedule C. Turnover Phase-Out Activities D. Post-HCO Operations Phase	**4**	
157. To what extent does the Proposer propose a quality product or service that meets or exceeds the requirements for this section?	**4**	
Turnover Plan Score ____ **Points earned X 2.0 =**		_____

DRAFT

Total Work Plan Score

WORK PLAN SECTION	POINTS POSSIBLE	POINTS EARNED
a. Work Plan Structure and Methodology	**32**	
b. Takeover Plan	**84**	
c. Operations Plans		
1. Telephone Call Center	**16**	
2. Education and Outreach	**16**	
3. Informing Materials	**16**	
4. Enrollment/Disenrollment	**16**	
5. Quality Management	**16**	
6. Problem Correction Process	**16**	
7. Reports	**16**	
8. Records Retention And Retrieval	**16**	
9. Security And Confidentiality	**16**	
10. Disaster Prevention And Recovery	**16**	
11. Problem Correction Process	**16**	
12. Systems	**16**	
d. Turnover	**60**	
Total Points	**368**	

DRAFT

Q. Bid Requirements and Information

1. Nonresponsive proposals

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause DHCS to deem a proposal nonresponsive.

a. Failure of a Proposer to:

1) Meet DVBE participation goals for the full percentage amount of 3%.

2) Meet proposal format/content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of proposals.

3) Pass the Required Attachment / Certification Checklist review (i.e., by not marking "Yes" to applicable items or by not appropriately justifying, to DHCS' satisfaction, all "N/A" designations).

4) Submit a **mandatory** Conflict of Interest Compliance Certificate in the manner required, if applicable.

b. If a Proposer submits a proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.

c. If a Proposer supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.

d. If DHCS discovers, at any stage of the bid process or upon contract award, that the Proposer is unwilling or unable to comply with the contract terms, conditions and exhibits cited in this RFP or the resulting contract.

e. If other irregularities occur in a proposal response that is not specifically addressed herein (i.e., the Proposer places any conditions on performance of the scope of work, submits a counter proposal, etc.).

2. Proposal modifications after submission

a. All proposals are to be complete when submitted. However, an entire proposal may be withdrawn and the Proposer may resubmit a new proposal prior to the proposal submission deadline.

b. To withdraw and/or resubmit a new proposal, follow the instructions appearing in the RFP section entitled, "Withdrawal and/or Resubmission of Proposals".

3. Withdrawal and/or Resubmission of Proposals

a. Withdrawal deadlines

A proposer may withdraw a proposal at any time before the proposal submission deadline.

b. Submitting a withdrawal request

1) Submit a written withdrawal request, signed by an authorized representative of the Proposer.

2) Label and submit the withdrawal request using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	**Email:**
Proposal - RFP 16-93074 Department of Health Care Services Daniel Choy / Brian Quacchia Office of Medi-Cal Procurement 1000 G St, 4th Floor Sacramento, CA 95814	omcprfp5@dhcs.ca.gov

An originally signed withdrawal request is generally required before DHCS will return a proposal to a Proposer. DHCS may grant an exception if the Proposer informs DHCS that a new or replacement proposal will immediately follow the withdrawal.

c. Resubmitting a proposal

After withdrawing a proposal, Proposers may resubmit a new proposal according to the proposal submission instructions. Replacement proposals must be received at the stated place of delivery by the proposal submission due date and time.

DRAFT

4. Contract award and protests

a. Contract award

1) Award of the contract, if awarded, will be to the responsive and responsible Proposer, who earns the highest total score. The highest scored proposal will be determined after DHCS adjusts Proposer scores for applicable bidder preferences and/or incentives.

2) DHCS shall award the contract only after DHCS posts a Notice of Intent to Award for five (5) working days. DHCS expects to post the Notice of Intent to Award before the close of business on TBD in a Contract Award Notices Binder which will be available for viewing by the public during normal business hours, at the location listed below. If DHCS finds a need to alter date for posting the Notice of Intent to Award, either an addendum or correction notice will be issued with an alternate time line

   Department of Health Care Services
   Daniel Choy / Brian Quacchia
   Office of Medi-Cal Procurement
   1000 G St, 4th Floor
   Sacramento, CA 95814

3) DHCS will mail, email, or fax a written notification and/or a copy of the Notice of Intent to Award to all firms that submitted a proposal.

4) DHCS will confirm the contract award to the winning Proposer after the protest deadline, if no protests are filed or following the Department of General Service's resolution of all protests. DHCS staff may confirm an award verbally or in writing.

5) It is intended that the Contract will be awarded within thirty (30) calendar days from the scheduled date of the Notice of Intent to Award. However, DHCS may award the Contract later, in which case bid prices will be valid for a minimum of six (6) months following the Notice of Intent to Award, or longer if agreed to by the successful Proposer and DHCS.

6) DHCS reserves the right to reject all bids, whether responsive or not.

b. Settlement of ties

1) In the event of a precise total high score tie between a responsive proposal submitted by a certified small business or microbusiness and a responsive proposal submitted by a certified DVBE that is also a certified small business, the contract will be awarded to the DVBE firm per Government Code Section 14838(f) et seq.

2) In the event of a precise total high score tie between a responsive proposal submitted by a firm that was granted non-small business Subcontractor preference and a responsive proposal submitted by a certified small business or microbusiness, the contract will be awarded to the certified small business or microbusiness.

3) In the event of a precise total high score between a responsive proposal submitted by a nonprofit veteran service agency (NVSA) that is a certified small business and a responsive proposal submitted by a certified DVBE that is also a certified small business, the contract will be awarded to the certified DVBE.

DRAFT

4) In the absence of a California law or regulation governing a specific tie, DHCS will settle all other precise total high score ties by making an award to the Proposer who earns the highest narrative or Technical Proposal score. If narrative or Technical Proposal scores are also tied, DHCS will settle the tie in a manner that DHCS determines to be fair and equitable (e.g., coin toss, lot drawing, etc.). In no event will DHCS settle a tie by dividing the work among the tied Proposers.

c. Protests

1) Who can protest

Any proposer who submits a proposal may file protest if the Proposer believes its proposal is responsive to all RFP requirements.

2) Grounds for protests

Protests are limited to the grounds described in Public Contract Code (PCC) Section 10345. DHCS will not make an award until all protests are withdrawn by the protestant, denied, or resolved to the satisfaction of the Department of General Services (DGS).

3) Protest time lines

a. If an eligible Proposer wishes to protest the intended contract award, the Proposer must file a "Notice of Intent to Protest" with both DHCS and the Department of General Services within <u>five (5) working days</u> after DHCS posts the Notice of Intent to Award. The Notice of Intent to Protest may be quite brief. Any Notice of Intent to Protest filed more than five working days after DHCS posts the Notice of Intent to Award shall be untimely.

b. Within <u>five (5) calendar days</u> after filing a "Notice of Intent to Protest", the protestant must file with both DHCS and the Department of General Services a full and complete written protest statement identifying the specific grounds for the protest. The statement must contain, in detail, the reasons, law, rule, regulation, or practice that the protestant believes DHCS has improperly applied in awarding the contract.

4) Submitting a protest

Protests must be filed with **both** the Department of General Services and the Department of Health Care Services. Proposers may hand deliver, mail or fax a protest.

Label, address, and submit the initial protest notice and detailed protest statement using one of the following methods.

DRAFT

U.S. Mail, Hand Delivery or Overnight Express:	Fax:
Protest to DHCS RFP 16-93074 Department of Health Care Services Daniel Choy / Brian Quacchia Office of Medi-Cal Procurement 1000 G St, 4th Floor Sacramento, CA 95814 **Fax:** (916) 440-7369	**Protest to DHCS RFP 16-93074** Dept. of General Services Office of Legal Services **Fax:** (916) 376-5088

For faxed protests

Faxed protests must be followed-up by sending an original signed protest, with all supporting material, within one (1) calendar week of submitting the faxed protest.

Call the telephone numbers below to confirm receipt of a fax transmission:

Department of General Services	(916) 376-5080
Department of Health Care Services	(916) 552-8006

5. Disposition of proposals

a. All materials submitted in response to this RFP will become the property of the Department of Health Care Services and, as such, are subject to the Public Records Act (GC Section 6250, et seq.). DHCS will disregard any language purporting to render all or portions of any proposal confidential.

b. Upon posting of a Notice of Intent to Award, all documents submitted in response to this RFP and all documents used in the selection process (e.g., review checklists, scoring sheets, letters of intent, etc.) will be regarded as public records under the California Public Records Act (Government Code Section 6250 et seq.) and subject to review by the public. However, proposal contents, proposer correspondence, selection working papers, or any other medium shall be held in the strictest confidence until the Notice of Intent to award is posted.

c. DHCS may return a proposal to a Proposer at their request and expense after DHCS concludes the bid process.

6. Inspecting or obtaining copies of proposals

a. Who can inspect or copy proposal materials

Any person or member of the public can inspect or obtain copies of any proposal materials.

b. What can be inspected / copied and when

1) <u>After DHCS releases the RFP</u>, any existing Proposers List (i.e., list of firms or persons to whom this RFP is sent or released by the funding program) or information obtained from DGS on the firms or persons that downloaded this RFP from a DGS website is considered a public record and will be available for inspection or copying.

DRAFT

2) On or after the date DHCS posts the Notice of Intent to Award, all proposals, Proposers Lists, RFP download lists, conference sign-in/attendance sheet, letters of intent, checklists and/or scoring/evaluation sheets become public records. These records shall be available for review, inspection and copying during normal business hours.

c. Inspecting or obtaining copies of proposal materials

Persons wishing to view or inspect any proposal or award related materials must identify the items they wish to inspect and must make an inspection appointment by contacting **Daniel Choy/Brian Quacchia** at **(916) 552-8006**.

Persons wishing to obtain a CD copy of the proposal materials may visit DHCS or mail a written request to the DHCS office identified below. The requestor must identify the items they wish to have copied. Materials will not be released from State premises for the purposes of making copies.

Unless waived by DHCS, a check covering copying and/or mailing costs must accompany the request. Copying costs, when applicable, are charged at a rate of **ten cents** per page. DHCS will fulfill all copy requests as promptly as possible. Submit copy requests as follows:

Request for Copies - RFP 16-93074
Department of Health Care Services
Daniel Choy / Brian Quacchia
Office of Medi-Cal Procurement
1000 G St, 4th Floor
Sacramento, CA 95814

7. Verification of Proposer information

By submitting a proposal, Proposers agree to authorize DHCS to:

a. Verify any and all claims made by the Proposer including, but not limited to verification of prior experience and the possession of other qualification requirements, and

b. Check any reference identified by a Proposer or other resources known by DHCS to confirm the Proposer's business integrity and history of providing effective, efficient and timely services.

8. DHCS rights

In addition to the rights discussed elsewhere in this RFP, DHCS reserves the following rights.

a. RFP corrections

1) DHCS reserves the right to do any of the following up to the proposal submission deadline:

a) Modify any date or deadline appearing in this RFP or the RFP Time Schedule.

b) Issue clarification or correction notices, addenda, alternate RFP instructions, forms, etc.

DRAFT

c) Waive any RFP requirement or instruction for all proposers if DHCS determines that the requirement or instruction was unnecessary, erroneous or unreasonable.

d) Allow Proposers to submit questions about any RFP change, correction or addenda. If DHCS allows such questions, specific instructions will appear in the cover letter accompanying the document.

2) If deemed necessary by DHCS to remedy an RFP error or defect that is not detected in a timely manner, DHCS may also issue correction notices or waive any unnecessary, erroneous, or unreasonable RFP requirement or instruction after the proposal submission deadline.

3) If this RFP is clarified, corrected, or modified, DHCS will email written clarification or correction notices, Administrative Bulletins, and/or RFP addenda to all persons/firms to whom DHCS sent this RFP, to any persons that specifically request to receive materials that announce changes to the RFP and to persons/firms that downloaded the bid document.

4) If, after the Proposal Submission deadline, it is discovered the posting of the Notice of Intent to Award will be delayed, DHCS reserves the right to issue a correction notice to all firms and individuals that submitted a proposal. The correction notice will announce an alternate Notice of Intent to Award posting date and alternate Protest Deadline. The anticipated Contract Award date may also be delayed.

5) DHCS reserves the right not to review a proposal response or make a contract award if the amount bid for any budget period or the grand total bid amount exceeds DHCS' stated funding limit(s) for any budget period or total anticipated funding as cited in the cover letter that accompanied the RFP or if the total bid amount exceeds funding limit cited in Contract State Contract Register ad.

6) DHCS reserves the right to deem a proposal non-responsive if a proposer declines to accept the terms and conditions outlined in this bid document and its exhibits or if a proposer submits alternate contract/exhibit language that DHCS considers "a counter proposal".

7) At its sole discretion, DHCS reserves the right to cancel this procurement at any time and not make an award.

b. Collecting information from Proposers

1) DHCS, at its sole discretion, reserves the right to collect, by mail, email, fax or other method; the following omitted documentation and/or additional information.

a) Information/material needed to clarify or confirm certifications or claims made by a Proposer.

2) The collection of proposer documentation may cause DHCS to extend the date for posting the Notice of Intent to Award. If DHCS changes the posting date, DHCS will advise the Proposers, orally, via email, or in writing, of the alternate posting date.

c. Immaterial proposal defects

1) DHCS may waive any immaterial defect in any proposal and allow the Proposer to remedy those defects. DHCS reserves the right to use its best judgment to determine what constitutes an immaterial deviation or defect.

DRAFT

2) DHCS' waiver of an immaterial defect in a proposal shall in no way modify this RFP or excuse a Proposer from full compliance with all bid requirements.

d. Correction of clerical or mathematical errors

1) DHCS reserves the right, at its sole discretion, to overlook, correct or require a Proposer to remedy any obvious clerical or mathematical errors occurring in the narrative portion of a proposal, on a Cost Proposal form or on a Budget Detail Work Sheet.

2) Proposers may be required to acknowledge and initial corrections to costs and dollar figures on any Cost Proposal form or Budget Detail Work Sheet that contains mathematical errors.

3) If a mathematical error occurs in a total or extended price and a unit price is present, DHCS will use the unit price to settle the discrepancy.

e. Right to remedy errors

DHCS reserves the right to remedy errors caused by:

1) DHCS office equipment malfunctions or negligence by agency staff,
2) Natural disasters (i.e., floods, fires, earthquakes, etc.).

f. No contract award or RFP cancellation

The issuance of this RFP does not constitute a commitment by DHCS to award a contract. DHCS reserves the right to reject all proposals and to cancel this RFP if it is in the best interests of DHCS to do so.

g. Contract amendments after award

As provided in the Public Contract Code governing contracts awarded by competitive bid, the DHCS reserves the right to amend the contract after DHCS makes a contract award.

h. Proposed use of Subcontractors and/or independent consultants

Specific subcontract relationships proposed in response to this RFP (i.e., identification of pre-identified Subcontractors and independent consultants) shall not be changed during the procurement process or prior to contract execution. The pre-identification of a Subcontractor or independent consultant does not affect DHCS' right to approve personnel or staffing selections or changes made after the contract award.

i. Staffing changes after contract award

DHCS reserves the right to approve or disapprove changes in key personnel that occur after DHCS awards the contract.

R. Bidding Certification Clauses

1. Certificate of Independent Price Determination

a. The prospective proposer certifies that:

DRAFT

1) The prices in this bid or proposal have been arrived at independently without any consultation, communication or agreement with any other proposer or competitor for the purpose of restricting competition relating to:

   a) The prices or costs offered,
   b) The intention to submit a bid or proposal,
   c) The methods or factors used to calculate the costs or prices offered.

2) The prices in this bid or proposal have not been and will not be knowingly disclosed by the proposer, directly or indirectly, to any other proposer or competitor before the bid/cost proposal opening date or date of contract award posting, unless otherwise required by law.

3) No attempt has been made or will be made by the proposer to induce any other firm or entity to submit or not to submit a bid or proposal for the purpose of restricting competition.

b. Each signature appearing on the documents contained in this bid package/proposal is considered to be a certification by the signatory that the signatory:

   Is the person in the Proposer's organization that is either responsible for determining the prices offered in this bid or proposal and/or is designated to complete the bid or proposal forms on behalf of the bidding firm, and the signatory has not participated and will not participate in any action contrary to all subsections of paragraph a. above.

2. Debarment and Suspension Certification

a. The Contractor certifies to the best of its knowledge and belief, that it and its principals:

   1) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any federal department or agency;

   2) Have not within a three (3) year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) or private transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving, stolen property, making false claims, obstruction of justice, or commission of any other offense indicating a lack of business integrity or business honesty that seriously affects the Contractor's present responsibility

   3) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph a.2) of this certification; and

   4) Have not within a three (3) year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

   5) It shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in such transaction, unless authorized by the State.

DRAFT

6) It will include a clause entitled "Debarment and Suspension Certification" that essentially sets forth the provisions herein, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

b. If the Contractor is unable to certify to any of the statements in this certification, the Contractor shall submit an explanation to the program funding this contract.

3. Lobbying Restrictions and Disclosure

(This certification only applies if the resulting contract total will equal or exceed $100,000 and the contract will be federally funded in part or whole.)

a. The Contractor certifies, to the best of its knowledge and belief, that:

1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

2) If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit federal Standard Form-LLL, “Disclosure Form to Report Lobbying," in accordance with its instructions.

3) The Contractor shall require that the contents of this certification be collected from the recipients of all sub-awards, exceeding $100,000, at all tiers (including subcontracts, sub-grants, etc.) and shall be maintained for three (3) years following final payment/settlement of those agreements.

b. This certification is a material representation of fact upon which reliance was placed when this contract was made and/or entered into. The making of the above certification is a prerequisite for making or entering into this contract pursuant to 31 U.S.C. 1352 (45 CFR 93). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

c. The Standard Form-LLL may be obtained from various federal agencies, federally sponsored World Wide Web Internet sites, DHCS upon request or may be copied from Exhibit D(F) entitled, Special Terms and Conditions

S. Preference and Incentive Programs

To confirm the identity of the highest scored responsive Proposer, DHCS will adjust the total point score for applicable claimed preference(s). Bidding preferences shall not be applied to proposals that fail to pass the Checklist Review or fail to earn a minimum passing score during the narrative proposal scoring process. DHCS will apply preference adjustments to eligible Proposers according to State regulations following on-line or personal verification of eligibility with the appropriate office of the Department of General Services.

DRAFT

1. Small Business / Microbusiness Preference

a. A responsive California small business or microbusiness proposer claiming preference and verified as a Department of General Services-certified small business or microbusiness in a relevant business category or type will be granted a preference of five percent (5%) of the total point score earned by the responsive/responsible proposer with highest combined score, if the highest scored proposal is submitted by a non-small business. Non-small business means a responsive/responsible proposer that is not certified by the California Department of General Services as a California small business or microbusiness in a relevant business category or type. The "service" category or business type will most likely apply to this procurement. Nonprofit Veteran Service Agencies (NVSA) are to view the instructions in provision 3 of this section (Preference and Incentive Programs).

b. To be certified as a California small business or microbusiness and eligible for a bidding preference the business must meet the State's eligibility requirements and must have applied for small business status no later than 5:00 p.m. on the proposal submission deadline.

c. Firms desiring small/micro business certification must follow the Department of General Services certification instructions and apply for certification. Prospective bidding firms desiring small business certification assistance may contact the Department of General Services by the following means:

1) (916) 375-4940 (Small business assistance) or (800) 559-5529 (live operator Central receptionist), or
2) Internet address: http://www.dgs.ca.gov/pd/Programs/OSDS.aspx or
3) Fax: (916) 375-4950, or
4) Email: OSDShelp@dgs.ca.gov

2. Non-Small Business Subcontractor Preference

a. Non-small business means a responsive/responsible proposer that is not certified by the California Department of General Services as a small business or microbusiness.

b. If the responsive proposer earning the highest total score is not a certified small business/microbusiness, a bid preference up to five percent (5%) is available to a responsive non-small business proposer committing twenty-five percent (25%) small business Subcontractor use of one or more small businesses. When applicable, the preference points will be calculated pursuant to the regulations in Title 2, California Code of Regulations (CCR) § 1896.8 and will be added to total score of an eligible non-small business. This preference is authorized pursuant to Title 2, CCR § 1896.2 and Government Code § 14835 et seq.

c. If a proposer claims the non-small business Subcontractor preference, the proposal response must identify each proposed small business Subcontractor that will be used, the participation percentage and dollar amount committed to each identified small business Subcontractor, and substantial proof to enable verification of each Subcontractor's small business status. The total small business Subcontractor use must equal no less than twenty-five percent (25%) of the total cost offered.

d. To be granted preference, each proposed small business Subcontractor must possess an active small business certification issued by the Department of General services, must perform a "commercially useful function" under the contract and the basic functions to be performed must be identified at the time of proposal submission.

DRAFT

e. To request the non-small business Subcontractor preference, complete **Attachment 11a (Non-Small Business Subcontractor Preference Request) and Attachment 11b (Small Business Subcontractor/Supplier Acknowledgement)**.

f. Refer to the RFP section entitled, "Settlement of ties" to learn how tied costs will be resolved.

3. Nonprofit Veteran Service Agency (NVSA) Small Business Preference

a. Pursuant to Military and Veteran Code Section 999.50 et seq., responsive/responsible nonprofit veteran service agencies (NVSAs) claiming small business/microbusiness preference and verified as such in the relevant category or business type prior to the proposal submission due date will be granted a preference up to five percent (5%) of the highest score, if the highest scored responsive proposal is submitted by a proposer not certified as a small business/microbusiness. The "service" category is the business type that will most likely apply to this procurement.

b. To be eligible for the NVSA small business preference, the business concern must:

1) Request small business preference at the time of proposal submission, and

2) Become certified as a small business by the appropriate office of the California Department of General Services (DGS) prior to the proposal submission due date.

c. Refer to the RFP section entitled, "Settlement of ties" to learn how tied proposals will be resolved.

4. DVBE Incentive

a. **DVBE Participation / Incentive Requirement**

This procurement is subject to a Disabled Veteran Business Enterprise (DVBE) participation goal of percent (3%).

Pursuant to California laws and regulations, a DVBE incentive in the form of points added to the sum of the technical proposal score (non-cost score) of responsive/responsible proposers that provide for utilization of California certified DVBEs. The application of the DVBE incentive is for evaluation purposes only. The maximum DVBE incentive allowed is 5% of the total possible points. The DVBE Incentive Scale below illustrates the earnable incentive points based on the amount of DVBE participation in excess of 3%.

b. **Application of the DVBE Incentive**

Points will be added to the narrative or technical proposal (non-cost) score of an eligible proposer by the applicable DVBE incentive percentage when a proposer:

1) Commits participation or use of DVBEs in excess of 3% to perform commercially useful functions under the resulting contract. To demonstrate DVBE participation, proposers are to:

a) Follow the DVBE participation form completion instructions in Attachment 9 and return the applicable DVBE form, with the proposal response.

DRAFT

2) When responsive/responsible proposers claim and are deemed eligible for the small business preference and the DVBE incentive, the small business preference will be applied first.

3) The DVBE incentive adjustment for this procurement may not exceed 5% of the total possible points.

4) When responsive/responsible proposers are eligible for one or more incentives and/or preferences, the order of application shall be as follows:

   a) Small business preference will be applied first (if applicable)
   b) The DVBE incentive second (if applicable)
   c) The non-small business Subcontractor preference (if applicable)
   d) Other bid preferences including Target Area Contract Preference Act preference (TACPA) (if applicable)

c. **DVBE Incentive Scale**

Unless superseded and replaced by an alternate DVBE Incentive Scale issued by the funding Program prior to proposal due date, the following incentive scale will apply to this procurement.

Illustration of possible narrative or technical proposal (non-cost) points = 600
Illustration of possible cost proposal points = 600
Illustration of total possible points = 1200

Percentage of DVBE Participation Achieved and Acknowledged	Allowable DVBE Incentive Added to a Technical Proposal (Non-Cost) Score
Over 5%	5% of total possible points (5% X 1200) = 60
Over 4.5% and up to 5%	4% of total possible points (4% X 1200) = 48
Over 4% and up to 4.5%	3% of total possible points (3% X 1200) = 36
Over 3.5% and up to 4%	2% of total possible points (2% X 1200) = 24
Over 3% and up to 3.5%	1% of total possible points (1% X 1200) = 12
3%	0% of total possible points

5. Target Area Contract Preference Act

a. Government Code (GC) Section 4530 (TACPA) provide that California based companies shall be granted a 5% preference whenever a state agency prepares a solicitation for **services** in excess of $100,000. The preference(s) shall apply if the worksite is not fixed by the government agency and the proposer can demonstrate and certify, under the penalty of perjury, that at least 90% of the total labor hours required to perform the services shall be performed at an identified worksite located in a distressed area (TACPA). TACPA preferences will only be applied if this procurement results in more than one responsive proposal receiving a passing narrative proposal score.

b. Additional work force preferences ranging from 1% to 4% can be earned by eligible proposers that agree to hire 5% to 20% of persons with a high risk of unemployment or those living in a targeted employment area or that are enterprise zone eligible to perform a specified percentage of the contract work.

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c. The granting of TACPA preference cannot displace an award to a certified small business.

d. Proposers seeking TACPA preference must submit a completed STD. 830 - Target Area Contract Preference Act Request **(Attachment 12)** with their proposal. The applicable preference request form must include the following:

1) All appropriate certifications. (TACPA)
2) The proposing firm's name and the name of all suppliers and Subcontractors that will work with the proposer to fulfill the terms of the contract along with the addresses of each of the worksite(s) and estimated labor hours. (TACPA)
3) County census tract number and block group number. (TACPA)
4) Proposer's original signature. (TACPA)
5) A checkbox marked to identify the additional 1% to 4% preference sought for hiring persons with a high risk of unemployment. (TACPA)

e. TACPA preference cannot be granted if:

1) The lowest proposed cost does not equal or exceed $100,000 for the entire term, **or**
2) The work site or any part thereof is fixed or preset by DHCS, **or**
3) The services involve construction or a public works project **or**

f. A proposer who has claimed a TACPA preference and is awarded the contract will be obligated to perform in accordance with the preference(s) requested, provided the preference was granted in obtaining the contract. Firms receiving preference must:

1) Report their labor hours to DHCS and
2) Reference the contract number on which the award is based for the specific reporting requirements.

g. Proposers wishing to learn more about TACPA requirements, designated work site(s) or enterprise zones in California should contact the appropriate office of the Department of General Services at (916) 375-4581. DGS will attempt to determine TACPA eligibility within two working days.

6. Combined preferences

The maximum preference or score addition that any proposer may be granted for small business preference, non-small business Subcontractor preference, and TACPA preference, preference combined is 15%.

Any firm that claims and is granted non-small business Subcontractor preference, and TACPA preference cannot displace an award to a certified small business or microbusiness.

T. Contract Terms and Conditions

1. Loss Leader Clause

It is unlawful for any person engaged in business within this state (California) to sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

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2. Other Terms and Conditions

The winning Proposer must enter a written contract that may contain portions of the Proposer's proposal (i.e., Budget Detail Work Sheets, Work Plan), Scope of Work, Scope of Work Attachments, standard contract provisions, the contract form, and the exhibits identified below. Other exhibits, not identified herein, may also appear in the resulting contract.

The exhibits identified in this section contain contract terms that require strict adherence to various laws and contracting policies. A Proposer's unwillingness or inability to agree to the proposed terms and conditions shown below or contained in any exhibit identified in this RFP may cause DHCS to deem a Proposer non-responsible and ineligible for an award. DHCS reserves the right to use the latest version of any form or exhibit listed below in the resulting agreement if a newer version is available.

The exhibits identified below illustrate many of the terms and conditions that may appear in the final agreement between DHCS and the winning Proposer. Other terms and conditions, not specified in the exhibits identified below, may also appear in the resulting agreement. Some terms and conditions are conditional and may only appear in an agreement if certain conditions exist (i.e., contract total exceeds a certain amount, federal funding is used, etc.).

In general, DHCS will not accept alterations to the General Terms and Conditions (GTC), DHCS' Special Terms and Conditions, the Scope of Work, other exhibit terms/conditions, or alternate language that is proposed or submitted by a prospective Contractor. DHCS may consider a proposal containing such provisions "a counter proposal" and DHCS may reject such a proposal as nonresponsive.

3. Sample contract forms / exhibits

Exhibit Label	Exhibit Name
a. Exhibit A1	Standard Agreement
b. Exhibit A	Scope of Work
c. Exhibit B	Budget Detail and Payment Provisions
d. Exhibit C - View on-line.	General Terms and Conditions (GTC 610)
e. Exhibit D(f)	Special Terms and Conditions
f. Exhibit E	Additional Provisions
g. Exhibit F	Contractor's Release
h. Exhibit G	DVBE Utilization Report
i. Exhibit H	HIPAA Business Associate Addendum
j. Exhibit I	Glossary of Terms
k. Exhibit J	ARRA Terms and Conditions
l. Exhibit K	Travel

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4. Unanticipated tasks

   In the event unanticipated or additional work must be performed that is not identified in this RFP, but in DHCS' opinion is necessary to successfully accomplish the scope of work, DHCS will initiate a contract amendment to add that work. All terms and conditions appearing in the final contract including the salary/wage rates, unit rates and/or other expenses appearing on the Proposer's Budget Detail Work Sheets will apply to any additional work and extension options.

5. Resolution of language conflicts (RFP vs. final agreement)

   If an inconsistency or conflict arises between the terms and conditions appearing in the final agreement and the proposed terms and conditions appearing in this RFP, any inconsistency or conflict will be resolved by giving precedence to the final agreement.

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