

RFO 2015-49:
CCSB General Agents
Questions and Answers
June 28, 2016

No.	Question	Response
1	In Section 3.1 and in the Model contract Exhibit B, Section B it states: payment to Contractor is contingent on Covered CA receiving federal funding and collection of fees from QHP's. Please provide a through description of Exchanges finances. How much does CovCA rely on fed funding now?	Please refer to the 2016-17 FY budget as approved by the Covered California Board of Directors here [http://board.coveredca.com/meetings/2016/6-16/2016-17%20Proposed%20Budget%20and%20Adjustments.pdf].
2	In Section 4.4.1 of the RFP, What is a "draft solicitation document" and what is the "time period allocated for the task"?	Delete/disregard the following sentence from RFP section 4.4.1: "Discuss your strategy for providing a draft solicitation document within the time period allocated for that task."
3	In Section 4.4.6 2nd paragraph, sentence beginning with: "During the Renewal Period..." It refers to SLA's that are set forth in Exhibit B. Cannot find any SLA's?	SLA's will not be in affect for the first year of an agreement. Thus, they are not included in the initial model contract (of which Exhibit B is a part). However, upon any renewal of an awarded contract (i.e. years 2017 and after), Bidders are agreeing to the incorporation of SLA's that potentially impact GA compensation.
4	In Section 4.4.7, "If Bidder does not propose an alternative method of compensation for year two, Bidder must instead propose a commission percentage for that year." By "year two", does Covered California mean that Bidder should propose compensation for new business sold in year two of the GA's contract or is Bidder expected to propose compensation for an employer's 2nd plan year? There is no section in Exhibit B that refers to "year two". Should bidder create one? Use track changes?	Year two refers the first renewal of an agreement resulting from this RFP. To further clarify, this is referring to new business sold in year two of the contract a GA may have with the Exchange.
5	In Section 5.2, "interviews may be conducted with up to three of the highest rated Bidder." Does this mean that only three Bidders are to be considered for review of final proposals for award/selection?"	Covered California has discretion to interview any number of Bidders.

RFO 2015-49:
CCSB General Agents
Questions and Answers
June 28, 2016

No.	Question	Response
6	<p>In Section 5.2, “the exact number of Bidders interviewed is entirely at the discretion of Covered California.” Up to three? Or does this override the first statement?</p>	<p>Covered California has discretion to interview any number of Bidders.</p>
7	<p>In Section 5.3.1.3, What are the "established goals"?</p>	<p>Covered California's sales projections for small business are included in the 2016-2017 budget as can be found here [http://board.coveredca.com/meetings/2016/6-16/2016-17%20Proposed%20Budget%20and%20Adjustments.pdf] (reference page 20).</p> <p>Based on sales forecasts as presented in the 2016-2017 budget, GA shall provide expected membership production contribution the GA will make toward meeting forecast. The production contribution should be supported with sales statistics and plan for goal attainment. Consideration will be given to bidder proposals which include production guarantees.</p>
8	<p>In Exhibit A of the Model contract, Sections C & D2 – for those of our employees who have an insurance license is that sufficient to satisfy this requirement?</p>	<p>Yes. Note, for employees who do not have an active California insurance license but will be working with Covered California data, criminal background checks as defined will be required.</p>

RFO 2015-49:
CCSB General Agents
Questions and Answers
June 28, 2016

No.	Question	Response
9	In Exhibit A of the Model contract, Sections D3 & D7 – what is the “required training and certification administered by the Exchange”?	<p>Exhibit A, D3 pertains to Authorized Representatives who are licensed by the California Department of Insurance completing all Certified Insurance Agent (CIA) required training administered by the Exchange.</p> <p>Exhibit A, D7 pertains to all non-licensed Authorized Representatives (i.e. General Agent staff) who work on Covered California business completing training as may be required as per Covered California policies, procedures, and use of Covered California systems. There is no formal certification required as part of this item.</p>
10	In Exhibit A of the Model contract, E – please explain what this provision requires the GA to do.	Covered California recognizes the vast majority of work resulting from an agreement for this RFP will entail the GA performing efforts outside of Exchange headquarters. This stated, for periodic meetings (anticipated to be no more than quarterly) between GA and Covered California, any travel time and expenses incurred by GA to meet at the Covered California headquarters location shall be solely at the cost of the GA.
11	In Exhibit B of the Model contract, Section 3d. Does this mean that if the Exchange terminates the Agreement without cause (as provided in Exhibit D, section B), the Exchange can terminate all payments to the GA?	This Agreement may be terminated without cause by the State upon 30 days’ written notice to the contractor. This includes payments beyond the 30 day notification period unless otherwise agreed to in writing at time of termination.

RFO 2015-49:
CCSB General Agents
Questions and Answers
June 28, 2016

No.	Question	Response
12	In Exhibit C, Section K – If contractor works with subcontractors that are located in other states or outside the U.S., must those non-California based subcontractors comply with this Section K?	Yes.
13	In Exhibit C, Section J – is there a form we need to complete? If so, please provide.	There is no form required to be completed in meeting the provisions of this section.
14	In Exhibit E, Section D – Where is “Deliverables” defined?	Deliverables for the purpose of this RFP are to be mutually agreed to reporting requirements which may be established at a future date.
15	In Exhibit G, B.1 Covered California for Small Business logo? Section E. Who is “Consumer”? Section E. Unclear how this applies to GA. Appears to be relevant to CIA.	The consumer is defined as the Employer and/or Employees of the employer.