



**Request for Proposal
RFP 2016-25: Consulting Services Pool**

April 27, 2017

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1. INTRODUCTION

1.1 Overview

You are invited to review and respond to this Request for Proposal (RFP). By submitting a proposal, your organization agrees to the terms and conditions stated in this RFP.

Read this document and any attachments in their entirety and carefully, as they may contain binding provisions that affect your rights and obligations. You must comply with the instructions contained in this document. Responses to this RFP must be submitted to the Covered California contact noted in Section 1.3 below.

1.2 Key Action Dates

Bidders are advised of the key dates and times shown below and are required to adhere to them. All times noted in this document are Pacific Time (PT).

KEY ACTION DATES

Request for Proposal Release Date:	April 27, 2017
Questions Due Date and Time:	May 09, 2017 by 3:00 p.m.
Responses Posted By:	May 16, 2017
Proposals Due Date and Time:	May 30, 2017 by 3:00 p.m.
Notice of Intent to Award:	week of June 26, 2017
Estimated Term Dates:	July 17, 2017 to June 30, 2020

1.3 Contact

For questions regarding this Request for Proposal (RFP), please:

E-mail address: HBEXSolicitation@covered.ca.gov
(For all communications, subject line must include: RFP 2016-25)

Covered California
Business Services Branch/LaWanda Lewis/Sheryl Brewer
1601 Exposition Blvd.
Sacramento, CA 95815

Phone calls will not be accepted.

1.4 Contract Amount

Covered California will award multiple contracts pursuant to this RFP. The total amount for the initial three-year term of all awarded contracts is \$6,600,000, with the ability to add resources subject to Board approval. The total contract value will encompass all work performed under contracts awarded as a result of this RFP in the service area categories listed in section 2.3.

Funding is subject to annual budget approval by the Covered California Board of Directors. If full funding does not become available, Covered California may terminate or amend the contract to reflect reduced funding and reduced deliverables.

1.5 Contract Term

The initial term of all awarded contracts shall be for three (3) years, July 17, 2017 through June 30, 2020. The contract term is subject to change.

The resulting contract will be of no force or effect until signed by both parties. Performance shall not commence until a valid contract has been executed between the successful Bidder and Covered California. Covered California will not pay for any services performed prior to the execution of a valid contract.

1.6 Contract Amendment

At Covered California's sole discretion, and subject to Board approval, the term of any awarded contract may be extended for up to two (2) additional years for the same services and additional funding at the same rates provided in Bidder's original proposal.

1.7 Bidders' Questions

Bidders must submit any questions regarding this RFP by the due date and time specified in the Key Action Dates table in Section 1.2. Only email questions addressed to the contact person listed in Section 1.3 will be accepted. Bidders must provide specific information to enable Covered California to identify and respond to their questions. When submitting questions, please reference the RFP number.

Responses to questions received during the Bidder Question time period shall be posted on Covered California's website at <http://hbex.coveredca.com/solicitations/>. Bidders who fail to report a known or suspected problem with the RFP or who fail to seek clarification or correction of the RFP, shall submit a proposal at their own risk.

At its sole discretion, Covered California may contact a Bidder to seek clarification or additional information regarding any question received.

1.8 Submission of Final Proposal

1. Bidders' Cost: Costs for developing proposals are entirely the responsibility of the Bidder and are not chargeable to Covered California.

2. **Completion of Proposals:** Proposals must be complete in all respects and contain all required items as described in the requirements established within this RFP, its attachments, and any written responses to questions or amendments posted by Covered California on its website. A Final Proposal may be rejected by Covered California, in its sole discretion, if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Proposal must be rejected by Covered California if any defect or irregularity constitutes a material deviation from the RFP requirements as determined by Covered California, in its sole discretion.
3. **False or Misleading Statements:** Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the Bidder, may be rejected. If, in the opinion of Covered California, such information was intended to mislead Covered California in its evaluation of the proposal, or was included in Covered California's sole opinion as a result of gross negligence attributable to the bidder, and the attribute, condition or capability is a requirement of this RFP, it shall be grounds for rejection of the proposal.
4. **Errors:** If a Bidder discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, the Bidder shall immediately notify Covered California of such error by email to the contact in Section 1.3 and request modification or clarification of the RFP. Modifications or clarifications will be given by written notice posted on the website at <http://hbex.coveredca.com/solicitations/> without divulging the source of the request for modification or clarification. Covered California shall not be responsible for failure to correct errors or any Bidder's failure to regularly and timely check the website for changes.
5. **Importance of Meeting Deadlines:** Bidders are responsible and assume all risks for the delivery and receipt by Covered California of all submissions prior to the submission deadline. If a Bidder mails or otherwise ships the submission via a generally recognized approved transportation entity such as the U.S. Postal Service, Federal Express, United Parcel Service, etc. and provides Covered California with the entity's package tracking information and the tracking information indicates its delivery at Covered California by the submission deadline, the package will be considered to have arrived on time. U.S. Postal Service postmarks or other indicia of mailing of shipment, however, will not be accepted as proof of timely delivery. Faxed or electronic submissions will not be accepted. The stated deadlines for submitting and receipt of all materials to Covered California will be strictly enforced. Submissions that are incomplete or received after the stated deadline may not be accepted and, if accepted, will not be reviewed.
6. **Responses to the RFP** will be assessed based on the overall assessment of bidder qualifications and determining a "Best Value" for the specialized areas of expertise as described in Section 2.3 Scope of Work (SOW) for each Service Area category.

1.9 Format of Proposals

This RFP requires Bidders to submit a Final Proposal that contains all required Administrative and Technical Attachments and Exhibits, and that is submitted in a sealed envelope or container when delivered to Covered California. The sealed package must be plainly and clearly marked on its face with: (1) the RFP number and title; (2) the Bidder's name and address; and (3) the words "DO NOT OPEN", as shown in the following example:

RFP 2016-25: Consulting Services Pool
Attention: LaWanda Lewis/Sheryl Brewer
Covered California
Business Services Branch
1601 Exposition Blvd.
Sacramento, CA 95815
DO NOT OPEN

Bids not submitted under sealed cover may be rejected in the sole discretion of Covered California.

1. Copies Required

Provide one hardcopy marked "MASTER," five (5) additional hard copies marked "COPIES" and one CD-ROM. All copies requested must be identical to the MASTER including the CD-ROM. Each copy of the proposal must be complete, including all required attachments and documentations.

The digital copy, including all attachments and exhibits, must be provided in searchable text format (e.g., Microsoft™ Word®, searchable Adobe® PDF) and free of any password or encryption protection.

2. Narrative Format

- a. Narrative portions of proposal responses should be prepared so as to provide a straightforward, concise delineation of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on conformance with the RFP instructions, responsiveness to the RFP requirements and completeness and clarity of content. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired.
- b. Bidders must follow the format requirements listed below for all narrative portions of the RFP. Failure to do so may result in an entire proposal or affected section not being read or evaluated, at Covered California's sole discretion.
 - 1) Use a Times New Roman, Arial, or Calibri font of at least 12-point size throughout. Exception: if a form is required by Covered California that contains a smaller font.
 - 2) Print all pages single-sided on letter size (8.5 by 11 inches) white paper with single line spacing, unless otherwise noted.

- 3) Use one-inch margins at the top, bottom and sides.
 - 4) Sequentially number the pages in each section and clearly identify each section in the order requested. When a page limit is noted, pages exceeding the limit will not be reviewed or scored. It is not necessary to paginate the required forms.
 - 5) Place the Bidder's name in a header or footer on every page. If the Bidder's name is not already entered elsewhere on a completed certification or form, add it to a header, footer or signature block.
 - 6) Have a person who is authorized to bind the proposing entity sign each RFP attachment that requires a signature in **blue** ink. Signature stamps are not acceptable.
 - 7) Place the original signed attachments in the set marked "MASTER." Additional copies may have photocopied signatures on attachments and throughout the document.
3. All proposals must be based on and conform to the Model Contract, the Scope of Work Categories described in Section 2.3 for which Bidder is applying, and the contract General Terms and Conditions provided in Exhibit C. Bidders should review the Model Contract in its entirety prior to submitting a proposal. Bidders must submit as part of their response any changes or exceptions to the Model Contract that they wish to negotiate. However, extensive or significant exceptions to the Model Contract may make the proposal non-responsive to the RFP if Covered California, in its sole discretion, determines that the proposed exceptions materially change the contractual relationship between the parties. Bidder proposed changes or exceptions must be documented via tracked changes to the documents contained in the Model Contract. All Model Contract changes or exceptions must be included in the Bidder Proposal at the time of submission. No additional exceptions may be presented during contract negotiations. Covered California reserves the right to reject all exceptions in the Bidder Proposal.

1.10 Covered California Rights

1. Verification of Bidder Information

By submitting a proposal, Bidders authorize Covered California to:

- a. Verify any and all claims made by the Bidder including, but not limited to, verification of prior experience and possession of all other required qualifications.
 - b. Check any and all references identified by Bidder, or any other resource known or identified by Covered California, to confirm the Bidder's business integrity and history of providing effective, efficient, competent and timely services.
2. Covered California may, in its sole discretion, modify the RFP prior to the bid submission deadline by the issuance of an addendum on the website listed at <http://hbex.coveredca.com/solicitations/>.

3. Covered California reserves the right to reject any bid that does not satisfy the requirements set forth in the RFP. Before submitting a response to this RFP, Bidders should review, correct all errors, and confirm compliance with all of the RFP's requirements.

1.11 Rejection of Proposals

Deviations may cause a proposal to be deemed non-responsive and not to be considered for award. Covered California may reject any or all proposals and/or may waive any immaterial deviation or defect in a proposal. Covered California's waiver of any immaterial deviation or defect shall in no way modify the RFP documents or requirements and shall not excuse the Bidder from full compliance with the RFP specifications if awarded a contract.

FINAL PROPOSALS NOT RECEIVED BY THE DATE AND TIME SPECIFIED IN SECTION 1.2 KEY ACTION DATES OR THAT ARE NOT SEALED, will remain unopened and, if delivery is accepted, will be maintained separately from proposals that have been timely received. Proposals received after expiration of the deadline may only be opened and considered upon written approval of Covered California's Executive Director or his/her designee specifying the reason(s) for acceptance and consideration of the untimely proposal.

Issuance of this RFP in no way constitutes a commitment by Covered California to award a contract. Covered California reserves the right to reject any or all proposals, or portions of proposals, received in response to this RFP, or to amend or cancel this RFP at any time. In the event of such cancellation, Covered California may reissue the RFP at a later date.

Covered California reserves the right to consider contractor's past performance with Covered California in its selection of a Bidder pursuant to this RFP.

1. Non-Responsive Proposals

A proposal may be deemed non-responsive and subsequently rejected if any of the following occur:

- a. A submission is received after the exact time and date set forth in Section 1.2 Key Action Dates for receipt of each submission.
- b. The Bidder fails to meet any of the eligibility requirements specified in Section 2, Minimum Qualifications.
- c. The Bidder fails to submit or fails to complete and sign any required Attachments as instructed in this RFP.
- d. The submission contains false, inaccurate or misleading statements or references.
- e. The Bidder is unwilling or unable to fully comply with the proposed contract provisions.

- f. The Bidder supplies conditional cost information, incomplete cost information, or cost information containing unsigned/uninitiated alterations or irregularities.
2. Business In Good Standing

Bidder acknowledges that when agreements are to be performed in the State of California by corporations or vendors, Covered California will verify, prior to awarding any State contract, the following information in order to ensure that all obligations due to the State are fulfilled:

Corporation in Good Standing

Covered California will verify with the California Secretary of State (SOS) that the Bidder is a corporation currently qualified to do business in California. The bid will be considered non-responsive if the Bidder is not listed with SOS.

“Doing business” is defined in California Revenue and Taxation Code Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the State not be subject to the franchise tax.

Both domestic and foreign (those incorporated outside of California) corporations must be in good standing in order to be qualified to do business in California.

State Tax Delinquency

Covered California will verify with the California Franchise Tax Board (FTB) and Board of Equalization (BOE) that the Bidder is not on a prohibited list due to tax delinquencies. The bid will be considered non-responsive if the Bidder is on any of these lists.

The list established by FTB can be found at: https://www.ftb.ca.gov/aboutFTB/Delinquent_Taxpayers.shtml

The list established by BOE can be found at: <http://www.boe.ca.gov/cgi-bin/deliq.cgi>

1.12 Errors in Final Proposals

An error in the Final Proposal may cause the rejection of that proposal; however, Covered California may, in its sole discretion, retain the proposal and make certain corrections. In determining if a correction will be made, Covered California will consider the conformance of the proposal to the format and content required by the RFP, and any unusual complexity of the format and content required by the RFP.

1. If the Bidder's intent, as determined by Covered California, is clearly established based on its review of the complete Final Proposal submittal, Covered California may in its sole discretion, correct an error based on that established intent.
2. Covered California may, in its sole discretion, correct obvious clerical errors.
3. A Bidder may modify a bid after submission by withdrawing its original bid and resubmitting a new bid if it is received prior to the bid submission deadline. Bidder modifications offered in any other manner, oral or written, will not be considered.

4. A Bidder may withdraw its bid by submitting a written withdrawal request to Covered California, signed by the Bidder or an authorized agent. Bids may not be withdrawn subsequent to the bid submission deadline without cause.
5. No oral understanding or contract shall be binding on either party.

Covered California reserves the right to contact any Bidder at any stage of the proposal process to collect additional clarifying information, if deemed necessary and appropriate by Covered California.

1.13 Protest

For formal competitive solicitations, any protest properly submitted within five (5) business days of the posting of the Notice of Intent to Award will be considered. All protests will be reviewed and decided by the Executive Director or his/her designee.

The following protest procedures shall be followed and apply to all formal competitive solicitations:

General

An unsuccessful bidder may protest the proposed award to another bidder by following the terms and conditions outlined below. The protestant challenging Covered California's proposed award bears the burden of proof.

Grounds

Protestant must cite the specific grounds for the protest and provide all facts and citations of law sufficient to support the protest and enable the Executive Director or his/her designee to make an informed, proper decision. Covered California will determine, in its sole discretion, if the protestant has demonstrated sufficient grounds to allow the protest to be heard. Abuse of the protest process by unsuccessful bidders for the purpose of securing confidential information about other bidders will be rejected by Covered California. The sole grounds for a protest are:

1. Protestant reasonably believes that Covered California has acted in an arbitrary and capricious manner; and/or
2. Protestant reasonably believes that Covered California committed an error in the bid process as stated in the solicitation that is sufficiently material to justify invalidation of the proposed award.

There shall be no basis for protest if Covered California rejects all bids or proposals.

Requirements for Protest

Protests must be submitted in writing, signed by an individual who is authorized to contractually bind the Bidder, and include all grounds and supporting facts and evidence upon which the protest is based, as well as all citations of law, rule, regulation or procedure upon which the protestant relies. Protests must be delivered to Covered California at the address indicated below by certified or registered mail or in person, in which case the protestant should obtain a delivery receipt. Protests must be received by

Covered California no later than the close of business five days after the Notice of Intent to Award has been posted.

Protests must be mailed or delivered to:

Mailing Address:
Covered California
Attn: Peter Lee, Executive Director
1601 Exposition Blvd.
Sacramento, CA 95815

The Executive Director's or his/her designee's decision shall be final.

Terms of Protest

Scoring documents, evaluation and selection documents, other bidders' submissions or any other record created during the review of bids submitted in response to the RFP are not public records and are exempt from disclosure as public records pursuant to Government Code Section 100508(a).

A protestant who has demonstrated a legitimate ground for protest as described above may be provided limited access to certain relevant, non-public information regarding the RFP and Covered California's consideration of submissions in response to the RFP upon the protestant's execution of a Non-Disclosure Agreement provided by Covered California and the approval of Covered California's General Counsel or his/her designee. Trade secret, proprietary and confidential information will be redacted from any documents disclosed to protestant as part of the protest process.

1.14 Disposition of Bids

Upon bid opening, all documents submitted in response to the RFP become the property of the State of California.

1.15 Contract Execution and Performance

There is no guarantee that performance will be requested by Covered California. Work shall be performed by Contractor on an as-needed basis.

If performance is requested by Covered California, work shall begin no later than five (5) days after the contract is fully executed, unless a later date is mutually agreed on by Covered California and the Contractor. Should the Contractor fail to commence work on the agreed date and time, Covered California, upon five (5) days written notice to the Contractor, reserves the right to terminate the contract. In addition, the Contractor shall be liable to Covered California for the difference between the Contractor's bid price and the actual cost of performing the work by a replacement contractor.

All performance required under the contract shall be completed on or before the termination date of the contract.

1.16 Subsequent Solicitation

If at any time during negotiation of an agreement with the successful Bidder, Covered California determines it is not able to reach an agreement with the successful Bidder, Covered California may, in its sole discretion, terminate the negotiations and engage with another Bidder without performing a subsequent solicitation.

1.17 Addition or Subtraction of Services

Notwithstanding that bids have been submitted, at Covered California's sole discretion, the SOW in any service area category may be modified prior to contract award to add or remove services through an addendum. If the date and time for submission of Final Proposals has passed as of the time the addendum is posted, and bids have been received, Covered California, in its sole discretion, may restrict responses to the modified SOW so that only entities that submitted timely bids in response to the initial RFP may respond to the addendum.

1.18 News Releases and Social Media

By submitting a Final Proposal, Bidders and the selected Contractor(s) agree that they will not issue news releases nor make statements to the news media or through social media channels pertaining to this RFP, their proposals, the contract, or work resulting therefrom, without first obtaining prior approval from Covered California.

2. SCOPE OF WORK (SOW) – SERVICE AREA CATEGORIES AND MINIMUM QUALIFICATIONS

2.1 Background

Soon after the passage of national health care reform through the Patient Protection and Affordable Care Act of 2010 (ACA), California became the first state to enact legislation to establish a qualified health benefit exchange. The California state law is referred to as the California Patient Protection and Affordable Care Act (CA-ACA).

The goals and objectives of Covered California are to:

1. Reduce the number of uninsured Californians by creating an organized, transparent marketplace for Californians to purchase affordable, quality health care coverage, to claim available federal tax credits and cost-sharing subsidies, and to meet the personal responsibility requirements imposed under the ACA;
2. Strengthen the health care delivery system;
3. Serve as an active purchaser, including creating competitive processes to select participating carriers and other contractors;
4. Require that health care service plans and health insurers issue coverage in the individual and small employer markets and compete on the basis of price, quality, and service, and not on risk selection; and
5. Meet federal and state law requirements, guidance and regulations.

Covered California is an independent public entity within California State government. It is governed by a five-member board appointed by the governor and legislature.

Covered California works in close partnership with:

1. The Department of Health Care Services, which oversees and administers California's Medicaid Program (Medi-Cal) and other specifically-focused health programs;
2. The two agencies that regulate health insurance in California, the Department of Managed Health Care and Department of Insurance; and
3. A broad range of stakeholders whose constituencies will be impacted by health care reform.

For additional information on Covered California, please refer to the consumer website at: www.CoveredCA.com.

2.2 Purpose

The purpose of this RFP is for Covered California to solicit proposals from qualified Bidders in order to establish a pre-approved contractor pool of qualified individuals from which Covered California will contract with for various assignments. This pool will provide Covered California with access to several high quality contractors with various specialized areas of expertise. Covered California will utilize contractor services to meet changing needs for a broad range of services. Selected contractors may also be asked to provide backup services to primary consultants.

Covered California must continually assess its program's strategic direction and make informed decisions within the healthcare marketplace. This contractor pool is expected to provide expertise and experience which will help Covered California successfully navigate the ever-changing healthcare marketplace, as well as any changes to the ACA. The contractor pool will also add a breadth of national healthcare knowledge that will compliment Covered California staff's expertise.

The pool will consist of contractors who can provide specialized services in one (1) or any combination of the five (5) following service area categories:

1. Health Program Actuarial Consulting Services
2. Health Benefits Consulting Services
3. Pharmaceutical Benefits Consulting Services
4. Dental Benefits Consulting Services
5. Healthcare Marketplace Development Consulting Services

Covered California will utilize the contractor pool to perform special projects. When a project need arises, one or more contractors within the pool may be asked to prepare a proposal describing: their understanding of the key characteristics of the project; approach in addressing scope of responsibilities and activities; how the contractor will provide the flexibility to address issues as they arise while maintaining a high level of quality; relevant experience or expertise; staff that would be assigned to the project; and

the fee the contractor would charge for completion of the work. Covered California will review all proposals submitted and choose a contractor based on required expertise, proposed approach, and cost for the work. A Work Order (Attachment 1 to Exhibit A – Sample Work Order) will formalize the terms and conditions of each project assignment.

Please note, Covered California may select more than one contractor for each service area category to participate in the contractor pool.

If Covered California selects a contractor to be in the pool for one (1) or more categories, Covered California will include the SOW for the pre-approved category(ies) in the Model Contract Exhibit A.

2.3 Minimum Qualifications – Service Area Categories

The service area categories and their related tasks, projects and minimum qualifications are listed below. Minimum qualifications will be scored as part of the Evaluation and Scoring Criteria (see Sections 4.3 and 4.4).

A. Health Program Actuarial Consulting

1. Provide analysis of carrier contracting, pricing, and strategies for health plan product offerings.
2. Provide actuarial consulting services including premium setting, reserving, benefit modeling, pricing, and risk-adjustment for Covered California health plans.
3. Assist staff in developing an overall risk management strategy for Covered California health plans, including methods to manage: risk selection associated with offering multiple health insurance products and health plans; geographic, demographic, and health status risk associated with the Covered California population; and the financial exposure associated with new technologies, procedures, and pharmaceuticals, especially high cost biologic drugs.
4. Provide actuarial services to support a range of activities related to the certification, recertification, or decertification of health and dental plans.
5. Provide actuarial experience to assist in evaluating and implementing various risk adjustment methodologies.
6. Provide actuarial experience to assist in analyzing cost and cost projections in an integrated delivery system.
7. Provide actuarial advice on state and federal legislative activity and federal agency developments related to health care.
8. Assist staff in monitoring state and national health care industry trends.
9. Special analysis of Health Savings Account (HSA) products for exchange markets.

10. Ad Hoc reports, analysis, or assistance within this category as required by Covered California.

Minimum Qualifications for Actuarial Consulting for Health Program

1. The bidder must have a minimum of three (3) years prior experience in actuarial consulting for health programs.
2. The bidder must have at least one (1) client that utilizes bidder's actuarial consulting services for health programs with over 50,000 members, where the majority of the covered lives reside in California.
3. The bidder must have at least three (3) separate clients that utilize bidder's actuarial consulting services for health programs with over 7,500 members.
4. The bidder must have experience with the Actuarial Value Calculator (AVC).
5. The bidder's Project Leader (person overseeing all work in this service area category) may be located outside of California, but must be available onsite at Covered California within 24 hours' notice and have a minimum of five (5) years prior experience in the following:
 - a. Actuarial health benefits field
 - b. Actuarial consulting for a health program
 - c. Multiple health plan offerings and managed care

B. Health Benefits Consulting Services

1. Benefits and Plans – Advise and assist:
 - a. On developing health plan performance improvement strategies, including structuring performance incentives in health plan contracts using qualitative and quantitative performance metrics.
 - b. In the creation of a range of innovative health benefit offerings and premium strategies that engage the consumer in health care decisions, such as Value Based Insurance Design (VBID) programs, contain costs, and create stronger incentives for providers to manage care consistent with best practices.
 - c. On medical policies of carriers' health plans offered by Covered California.
 - d. In the development of performance-based reimbursement strategies for plans and providers.
 - e. In evaluating the merits of various medical and pharmacy benefit carve-out options including the impact on member utilization, utilization management, cost, coordination, and site of care.
 - f. In monitoring state and national health care industry trends.
2. Networks – Advise and assist:
 - a. On development, evaluation and review of current and proposed provider networks.
 - b. In evaluating provider profiles including, but not limited to cost and use, data analysis, electronic health record capability, transitional care metrics, etc.

3. Delivery System – Advise and assist:
 - a. On evaluating the relative efficiencies of various organizational structures, provider networks, such as Accountable Care Organizations and innovations, and innovative approaches to integrated health models moving to value-based purchasing.
 - b. On evaluating the relative merits of various consumer driven health care delivery models and other innovative benefit offerings, including the relative merits of new technologies and therapies.
 - c. On methods for measuring quality improvements in health delivery systems.
4. Analytics – Advise and assist:
 - a. On the use of and how to leverage health analytics to develop and evaluate innovative solutions across the health care spectrum.
 - b. On using existing and developing innovative healthcare outcome measures, such that Covered California can assess progress towards health care related goals.
 - c. In the analysis of claims/encounter data to identify priority disease, care and cost management targets.
 - d. In providing population-wide care management program design and evaluation expertise.
5. Regulations – Advise and assist:
 - a. On state and federal legislative activity and federal agency developments related to health care benefits.
 - b. On the development of Covered California’s Health Benefit Plans with current and future federal and state legislative health changes and regulatory requirements.
6. Ad Hoc reports, analysis, or assistance within this category as required by Covered California.

Minimum Qualifications for Health Benefits Consulting Services

1. The bidder must have a minimum of five (5) years prior experience in the general field of health benefits consulting.
2. The bidder must have at least one (1) client that utilizes bidder’s health benefits consulting services for at least 50,000 covered lives, where the majority of the covered lives reside in California.
3. The bidder must have at least three (3) separate clients that utilize bidder’s health benefits consulting services for at least 7,500 covered lives.

4. The bidder's Project Leader (person overseeing all work in this service area category) may be located outside of California, but must be available onsite at Covered California within 24 hours' notice and have a minimum of five (5) years prior experience in the following:
 - a. Health benefits consulting
 - b. Healthcare Information Systems consulting and leveraging health analytics
 - c. Providing advice on developing health care outcomes measures
 - d. Multiple health plan offerings and management of care

C. Pharmaceutical Benefits Consulting Services

1. Benefits – Advise and assist:
 - a. In review, analysis and evaluation of formulary and preferred drug list management and effectiveness.
 - b. In the evaluation/creation of a range of innovative pharmaceutical benefit offerings and network configurations that engage the consumer in health care decisions, contain costs, and create stronger incentives for providers to manage care consistent with best practices.
 - c. In analyzing retail, mail-order, and specialty pharmacy drug pricing; terms, including specialty, brand name, and generic discounts; and dispensing fees.
 - d. In analyzing pharmacy drug development of new drugs to be approved by the FDA over the next three years.
 - e. In the evaluation of utilization management programs, including retrospective and concurrent drug utilization review.
 - f. On policies and procedures, including new benefit designs for new technologies and practices including pharmacogenomics.
2. Analytics – Advise and assist:
 - a. In providing analytical services regarding formulary rebates, claims payment practices, contract compliance and formulary adherence.
 - b. In the evaluation/creation of a range of innovative health benefit offerings, network configurations, and premium strategies that engage the consumer in health care decision, contain costs, and create stronger incentives for providers to manage care consistent with best practices.
 - c. In analyzing retail, mail-order, and specialty pharmacy drug pricing; terms, including brand name and generic discounts; and dispensing fees.
3. Regulations – Advise and assist:
 - a. On state and federal legislative activity and federal agency developments related to pharmaceutical benefits.
 - b. On the development of Covered California's Health Benefit Plans with current and future federal legislative health changes.
4. Ad Hoc reports, analysis, or assistance within this category as required by Covered California.

Minimum Qualifications for Pharmaceutical Benefits Consulting

1. The bidder must have a minimum of five (5) years' prior experience in the general field of pharmaceutical benefits consulting.
2. The bidder must have at least one (1) client that utilizes bidder's pharmaceutical benefits consulting services for at least 50,000 covered lives, where the majority of the covered lives reside in California.
3. The bidder must have at least three (3) separate clients that utilize bidder's pharmaceutical benefits consulting services for at least 7,500 covered lives.
4. The bidder's Project Leader (person overseeing all work in this service area category) may be located outside of California, but must be available onsite at Covered California within 24 hours' notice and have minimum of five (5) years' experience in the following areas:
 - a. Pharmacy Benefits consulting and auditing
 - b. Advising on policies and new benefit designs for new technologies, pharmaceutical therapies and practices
 - c. Multiple health plan offerings and management of care

D. Dental Benefits Consulting Services

1. Advise and assist on the development of Covered California's dental program with current and future federal legislative health changes.
2. Advise and assist in the evaluation/creation of dental benefit offerings, network configurations, and premium strategies that engage the consumer in dental care decisions, contain costs, and create stronger incentives for providers to manage care consistent with best practices.
3. Advise and assist on developing dental plan performance improvement strategies, including structuring performance incentives in dental plan contracts using qualitative and quantitative performance metrics.
4. Advise on the relative merits of various consumer-driven dental care delivery models and other innovative benefit offerings.
5. Advise staff on evidence-based quality measurement, including clinical outcomes.
6. Advise staff on state and federal legislative activity and federal agency developments related to dental care.
7. Assist staff in monitoring state and national industry trends.
8. Ad Hoc reports, analysis, or assistance within this category as required by Covered California.

Minimum Qualifications for Dental Benefits Consulting Services

1. The bidder must have a minimum of five (5) years prior experience in the general field of dental consulting.
2. The bidder must have a minimum of three (3) years prior experience in dental benefits consulting.
3. The bidder must have at least two (2) clients that utilize bidder's dental benefits consulting services for products that cover at least 5,000 lives, where the majority of covered lives reside in California.
4. The bidder's Project Leader (person overseeing all work in this service area category) may be located outside of California, but must be available onsite at Covered California within 24 hours' notice and have a minimum of five (5) years prior experience in the following:
 - a. Dental benefits consulting
 - b. Multiple dental plan offerings and management of care

E. Healthcare Marketplace Development Consulting Services

1. Provide analysis of marketplace dynamics for Individual Health Plans and Small Business Health Plans:
 - a. Advise staff on state and federal legislative activity and federal agency developments related to the healthcare marketplace.
 - b. Estimate the potential impact on individual and small group enrollment due to changes in State and Federal policy (ACA, Medicaid, etc.).
 - c. Assist staff in monitoring state and national health care industry trends.
 - d. Estimate the impact of economic trends on individual and small group enrollment.
 - e. Evaluate and report on whether to adopt the option to merge the Individual and Small Employer Markets, pursuant to Section 1312(c)(3) of the Federal Act and Government Code section 100503(v).
2. Evaluate and analyze current product offerings and assist program in developing a strategy to offer competitive plans and pricing in all rating regions. Provide methods to assist in expanding Covered California for Small Business and Individual plan product offerings.
3. Advise and assist in developing business strategies and options for the small business exchange.
4. Evaluate the return on investment of Covered California's marketing and sales activities at a channel level.
5. Identify growth opportunities and assist with the development of marketing strategies to reach identified market segments.

6. Based on potential policy changes, identify major risks or opportunities, and quantify potential future enrollment and retention for Covered California's current markets (e.g., individual and small group).
7. Evaluate the enrollment forecasting models used by Covered California and, as needed, recommend modifications in order to accurately forecast enrollment taking into account a variety of State and Federal policy changes.
8. Provide communication strategies for member outreach and education including methods to more actively engage the member in health and dental care decisions.
9. Evaluate the methods used by Covered California to project revenue (earned revenue and cash receipts) and expenditures, and, as needed, recommend modifications to ensure the accuracy of financial resource projections in light of potential changes in the individual health exchange market.
10. Identify policy considerations and operational implications informed by the experiences of other state and federal marketplaces.
11. Ad Hoc reports, analysis, or assistance within this category as required by Covered California.

Minimum Qualifications for Healthcare Marketplace Development Consulting Services

1. The bidder must have a minimum of five (5) years prior experience in the general field of California qualified health plan consulting.
2. The bidder must have least one (1) client that utilizes bidder's marketplace development consulting services for at least 50,000 covered lives, where the majority of the covered lives reside in California.
3. The bidder must have at least three (3) separate clients that utilize bidder's marketplace development consulting services for at least 7,500 covered lives.
4. The bidder's Project Leader (person overseeing all work in this service area category) may be located outside of California, but must be available onsite at Covered California within 24 hours' notice and have a minimum of five (5) years prior experience in the following:
 - a. Health benefits consulting
 - b. Small Group health benefit consulting including business planning, strategies and models, public and/or private exchanges, products, pricing, and marketing
 - c. Multiple health plan offerings and management of care

2.4 Contract Completion Criteria

The contract resulting from this RFP will be considered complete when Covered California has approved and accepted all assigned contract deliverables.

2.5 Deliverable Acceptance Criteria

All concluded work must be submitted to Covered California for review and approval or rejection. Payment for all tasks performed under this RFP will be based on the defined and agreed upon deliverables in a Work Order. It will be Covered California's sole determination as to whether any tasks have been successfully completed and are acceptable.

Covered California will review and validate the services performed. In addition, the Covered California Representative will verify and approve the Contractor's invoices. Signed acceptance is required from the Covered California Representative to approve an invoice for payment.

Deliverable acceptance criteria consist of the following:

1. Deliverable-specific work was completed as specified and the final deliverable product or service was rendered.
2. Plans, schedules, designs, documentation, digital files, photographs and reports (deliverables) were completed as specified and approved.
3. All deliverable documentation and artifact gathering have been completed.
4. All deliverables are in a format useful to Covered California.
5. If a deliverable is not accepted, Covered California will provide the reason, in writing, within ten (10) business days of receipt of the deliverable. If the deliverable is of such complexity that additional time is required, Covered California will so notify the Contractor within the ten (10) business day period and include an estimated date by which Contractor can expect a response.

2.6 Contractor's Roles and Responsibilities

The Contractor shall:

1. Designate a person to whom all project communications may be addressed and who has the authority to act on all aspects of the contract. This person shall be responsible for the overall project and the contact for all invoicing and Contractor staffing issues.
2. Provide written reports for review and approval by Covered California, and formally respond to Covered California review findings as necessary.
3. Meet as required with Covered California staff to discuss progress.
4. Make its best efforts to maintain staff continuity throughout the life of the project. If a substitution becomes necessary, the Contractor shall submit resumes for Covered California's review, in advance, for all proposed personnel substitutions. All Contractor personnel substitutions must be approved in writing by the Covered California Representative. Failure to obtain the required approvals or acceptable

substitute staff may, in Covered California's sole discretion, result in termination of the contract.

2.7 Covered California's Roles and Responsibilities

Covered California shall:

1. Designate a Covered California Representative to whom all Contractor communications may be addressed and who has the authority to act on all aspects of the contract.
2. Provide access to business and technical documents as necessary for the Contractor to complete the tasks identified in this RFP.
3. Ensure appropriate resources are available to perform assigned tasks, attend meetings, and answer questions.
4. Ensure that decisions are made in a timely manner.
5. Provide work areas and meeting rooms as needed.
6. Identify and provide access to Subject Matter Experts (SME) to assist in the development of technical requirements.

2.8 Project Assumptions and Constraints

1. The Contractor's work hours shall be consistent with Covered California's key staff on-site, whose normal business hours are 8:00 a.m. to 5:00 p.m. PT, Monday through Friday, except for State holidays.
2. Overtime rates will not be reimbursed under the contract.
3. Travel will not be reimbursed under the contract.
4. Any modifications to tasks within a Work Order will be defined, documented, and mutually agreed upon by the Contractor and Covered California's Representative prior to starting work on the modified task(s). Covered California's Representative may refine or clarify the services deemed necessary to meet the needs of this project in accordance with Covered California's priorities.
5. Covered California and the Contractor shall be mutually obligated to keep open and regular channels of communication in order to ensure the successful performance of the contract. Both parties shall be responsible for communicating potential problems or issues to Covered California's Representative and the Contractor's project team manager, respectively, within forty-eight (48) hours of becoming aware of the problem or issue.

2.9 Payment and Invoicing

If the collection of fees assessed from QHPs are collectively not sufficient to provide the funds for this program, Covered California shall have the option to either cancel this

Agreement with no liability occurring to Covered California or offer an agreement amendment to the Contractor to reflect the reduced amount.

The Contractor may invoice Covered California only after the successful completion and acceptance of the contract deliverables. The Contractor may not invoice Covered California for any costs exceeding the maximum amount identified to complete a deliverable.

3. PROPOSAL RESPONSE CONTENT

Final proposal requirements include the following areas, each of which is described in detail in subsequent sections of this document:

1. Administrative Requirements
2. Corporate Qualifications Summary
 - a. Include an explanation of how each of the minimum qualifications is met
3. Project Team Qualifications
 - a. Staff Resumes and hourly rates charged
4. Past Projects Completed
 - a. Work Sample(s)
5. Assumptions
6. Updated Model Contract

Bidder may submit a single proposal to apply for more than one service area category; however, Bidder must address items 2, 3, 4, and 5 in this section for each service area category for which they are applying.

Bidder shall review the Model Contract Exhibits A, B, and C. Bidder shall submit track changes if necessary. Submission of Exhibits without track changes will be deemed to be Bidder's acceptance of the Exhibits as drafted.

3.1 Proprietary Information and Confidential Status of Responses

Any documentation submitted which has been marked "Proprietary" or "Trade Secrets" may be rejected.

3.2 Administrative Requirements

Final Proposals will be assessed on a pass/fail basis to verify compliance with all Administrative Requirements.

All Final Proposals must be submitted within the timelines specified in Section 1.2 of this RFP, and must include the following Administrative Requirements in this order:

1. The "Proposal Cover Page" form (Attachment 1) completed and signed by a representative authorized to bind the bidding organization.
2. A Certificate of Liability Insurance equal to or greater than \$1,000,000.
3. Proof of Workers' Compensation Liability Insurance.
4. Proof of Automobile liability, including non-owned auto liability, of \$1,000,000 per occurrence for persons used by Contractor for services provided pursuant to this Agreement.
5. A signed Federal Debarment Certification (Attachment 2).
6. A completed certification form showing, upon contract execution, that the Bidder and applicable staff agree to provide a completed Title 10, California Code of Regulations, Chapter 12, Article 1, Statement of Economic Interests (Form 700) (Attachment 3). For more information, see the California Health Benefit Exchange Conflict of Interest Code: <http://hbex.coveredca.com/resources/>, and the Fair Political Practices Commission site: <http://www.fppc.ca.gov/>
7. A signed Payee Data Record form STD 204 (Attachment 4)

3.3 Technical Requirements

In addition to the Administrative Requirements, all Final Proposals must include:

3.3.1 Corporate Qualifications Summary

Describe and provide examples of the Bidder's overall capability and resources as they relate to the general requirements set forth in this RFP's Model Contract Exhibit A – Scope of Work, including the following:

1. Ability to manage the project and the risks involved.
2. Ability to complete projects on time and within budget.
3. Ability to provide quality deliverables on similar projects.
4. Evidence of the Bidder's experience performing the services outlined in the services outlined in the service area categories for which Bidder is applying, including the total number of years the Bidder has been providing these services.
5. Bidder must document how they meet each of the minimum qualifications for each service area category for which they are applying.
6. Provide at least two (2) references for projects that were completed within the past two (2) years.

(No more than three (3) pages per category).

3.3.2 *Scope of Work Service Area Category Minimum Qualifications*

Describe how the Bidder meets each of the required minimum qualifications for each Service Area Category for which they are applying. (No more than two (2) pages per category).

3.3.3 *Project Team Qualifications*

Describe the qualifications of each member of the proposed project team. Identify the role each member is expected to play and describe the experience, education, knowledge and skills each possesses as they relate to their proposed role. **Include the hourly rate charged for each team member when performing this type of work.**

Bidder must identify the key staff that will be the points of contact for Covered California and the percentage of time that staff will be dedicated to the work detailed in the Model Contract Exhibit A – Scope of Work. (No more than two (2) pages per category).

3.3.3.1 *Resumes*

Provide a resume of the relevant experience for each proposed project team member. For each experience cited on a resume, the resume must include:

1. Total Duration: Indicate the start (month/year), end (month/year), and duration (total number of years and months) for each job experience submitted;
2. Description of Specific Experience: A complete description of the relevant experience, including identification of the client, name of the project, roles and responsibilities of the individual, and types of services provided by the individual.

3.3.4 *Reassignment of Personnel*

1. The Contractor shall not reassign personnel assigned to the contract during the contract term without prior written approval of Covered California. If a Contractor employee is unable to perform duties due to illness, resignation, or other factors beyond the Contractor's control, the Contractor shall make every reasonable effort to provide suitable substitute personnel.
2. Substitute personnel shall not automatically receive the hourly rate of the individual or position being replaced. Covered California and the Contractor shall negotiate the hourly rate of any substitute personnel to the contract. The hourly rate negotiated shall be dependent, in part, on the experience and individual skills of the proposed substitute personnel. The negotiated rate cannot exceed the hourly rate stated in the contract.
3. Covered California reserves the right to request a Contractor employee be removed from performing any work on the contract and on written notice to the Contractor, the Contractor shall assign a substitute employee.

3.3.5 Past Projects Completed

Describe in a narrative up to five (5) projects the Bidder has completed in the last two (2) years that relate to the tasks listed in the Scope of Work Categories for which Bidder is applying. (No more than three (3) pages of narrative per category).

3.3.5.1 Work Sample(s)

In addition, provide at least one (1) corresponding sample work product such as a report or executive summary (redacted if necessary).

3.3.6 Assumptions

Document any assumptions the Bidder is making about the SOW Service Area Categories for which the Bidder is applying, the responsibilities of the Bidder and Covered California, and any other issues relevant to the Bidder's offer and ability to do the work for the proposed cost (No more than two (2) pages per category).

4. REVIEW OF FINAL PROPOSALS FOR AWARD AND SELECTION CRITERIA

4.1 Written Responses to this RFP will be evaluated in phases

Phase 1- Administrative Requirements. The Evaluation Team will review responses to the Administrative Requirements as more fully described in 3.2 above.

Phase 2 – Technical Requirements. The Evaluation Team will review the narratives describing corporate qualifications, project team qualifications, resumes past projects completed, and confirm bidder meets the minimum requirements for each Service Area Category in Bidder's proposal.

4.2 Interviews

After Phase 2, interviews may be conducted with Bidders. The number of Bidders interviewed and the decision whether to conduct interviews at all, shall be within the sole discretion of Covered California. The specific staff to be interviewed will be agreed upon by Covered California and the Bidder at the time the interview is scheduled.

4.3 Evaluation Criteria

Evidence of extensive previous experience in similar complex efforts will receive significant consideration in the evaluation process, as will demonstrated experience related to the SOW as detailed in section 2.3 in each Service Category for which the bidder is applying.

The Covered California Evaluation Team will evaluate Bidder proposals in these areas:

1. Administrative Requirements
2. Bidder meets the minimum Requirements for each Service Category in Bidder's proposal

3. Corporate Qualifications/Capacity/References
4. Project Team Qualifications/Resumes
5. Competitiveness of hourly rates charged
6. Past Projects Completed
7. Work sample(s)

The table below lists the evaluation categories and the weight each will carry in the overall evaluation of each proposal:

Scoring Criteria	Weight	Points
Administrative Requirements	Pass/Fail	Pass/Fail
Minimum Requirements for Service Area Category	Pass/Fail	Pass/Fail
Corporate Qualifications/Capacity/References	20%	200
Project Team Qualifications/Résumés	20%	200
Competiveness of hourly rates charged	20%	200
Past Projects Completed	20%	200
Work Sample(s) from Past Projects	20%	200
Totals	100%	1000

After application of the weighted evaluation criteria described above, the highest-rated proposal from a responsible Bidder shall be recommended for selection.

4.3.1 Corporate Qualifications/Capacity

Covered California seeks vendors with significant corporate capacity to respond to Covered California's needs for the duration of the contract, to support a high degree of qualified staff continuity, and to maintain a consistently high level of individual team member performance.

Corporate Description, Capacity and Background: Scoring of this factor will be based on the Evaluation Team's assessment of the Bidder's corporate resources, capacity and historical track record as they relate to the SOW. Evaluators will assign scores based on the Bidder's Corporate Qualifications narrative described above in Section 3.3.1.

4.3.2 Project Team Qualifications and Competitiveness of hourly rates charged

Covered California seeks teams of highly-qualified, senior staff to provide high-level project management support services as depicted in the Scope of Work Categories for which the Bidder is applying, combined with technical- or skill-based staff as described above in Section 3.3.3. The following describes the evaluation and scoring of key staff qualifications.

1. Project Team Experience and Credentials

Scoring of this factor shall be based on the Evaluation Team's assessment of the breadth, depth and relevance of each proposed team member's experience and credentials. Evaluators will assign scores based on information contained in the Project Team Qualifications narrative and Resumes. The Evaluation Team will consider, in descending order of importance:

- a. Demonstrated capacity to successfully assume responsibility comparable to that proposed for the team members in the project engagement;
- b. Demonstrated capacity to perform at a high level in multiple areas of project management;
- c. General breadth and extent of experience, as indicated by the number of projects and duration of individual involvement in each;
- d. Relevance of experience as indicated by the scope and subject matter of project experience; and,
- e. Competitiveness of project team hourly rates and assessment of rates charged verses work experience, education and training; and,
- f. Relevance of education, training, and certifications.

4.3.3 Past Projects Completed and Work Sample(s)

Scoring of this factor shall be based on the Evaluation Team's assessment of the breadth, depth and relevance of past projects to the requirements detailed in Model Contract Exhibit A – Scope of Work, as well as corporate resources and capacity as indicated by the characteristics of projects previously completed. Evaluators will assign scores based on information contained in the Past Projects Completed narrative. Scoring may also be based on Bidder's performance in past contracts with Covered California.

4.4 Scoring Criteria

Evaluators will assign technical points to each of the five (5) evaluation categories using the following scoring criteria:

Rating	Relation to Requirements	Strengths	Deficiencies	Weaknesses	Likelihood of Success	Score
Excellent	Superior attainment of all requirements	Numerous and significant in key areas	None	Minor, if any	Very High	180-200
Good	Expected to meet all requirements	Some and significant in key areas	None	Minor, but are far outweighed by strengths	High	150-179
Acceptable	Capable of meeting all requirements	Some in non-key areas	Minor	Minor, but are outweighed by strengths	Fair	120-149
Marginal	May not be capable of meeting all requirements	None, or some that are outweighed by weaknesses or deficiencies	Significant	Significant	Poor	80-119
Unacceptable	Not likely to meet all requirements	None, or some that are far outweighed by weaknesses or deficiencies	Needs major revision	Needs major revision	None	0-79

See Attachment 8 for the specific scoring methodology and points that will be utilized to calculate the final score for each scoring category. There are five (5) identified scoring categories each worth 200 points for a grand total of 1000 points

5. PREFERENCE PROGRAMS

5.1 Small Business (SB) Preference

This RFP does not require Bidders to meet a minimum SB participation percentage or goal. Participation in this program is optional. However, if Bidders use subcontractors, Bidders are encouraged to subcontract with SBs.

Section 14835, et seq. of the California Government Code (GC) requires a 5% preference be given to Bidders who qualify as a SB. The rules and regulations pursuant to this law, including the definition of a small business for the delivery of goods and services, are contained in California Code of Regulations (CCR's), Title 2, Section 1896, et seq. The SB preference is for California-based Certified SB's (CCSB) only.

A Bidder claiming the 5% preference must be certified by California as a small business or must commit to subcontract at least 25% of the net bid price with one or more CCSB. Certification must be obtained no later than 5:00 p.m. on the bid due date.

The incentive is applied in determining the lowest monetary bid or best value by reducing the qualified Bidder's price by the amount of the incentive as computed on the lowest price submitted by a responsive Bidder. This reduction is applied solely for evaluation purposes.

The preference is used only for computation purposes to determine the winning Bidder and does not alter the amounts of the resulting contract. A contract awarded on the basis of the preference is awarded to the small business, microbusiness or non-small business for the actual amount of the proposal.

If a Bidder is currently certified as a small business by the Department of General Services, Office of Small Business and DVBE Services, or any city, county, federal, etc. certifying office, only a copy of that certification is required.

For more information on the requirements of, and how to obtain, SB and DVBE certification, visit the DGS website at <http://www.dgs.ca.gov/pd/Programs/OSDS.aspx>.

During the contract term, the Contractor's SB compliance will be calculated on the completed work as verified by an audit of the Contractor's invoices and Contractor's payments to designated subcontractors.

If the Bidder or proposed subcontractor possesses a Small Business Certification and wishes to take advantage of the preference program, the Bidder must complete and submit the Bidder Declaration – Attachment 5 with its proposal package.

5.2 Disabled Veteran Business Enterprise (DVBE) – Declaration and Program Incentive

This RFP does not require Bidders to meet a minimum DVBE participation percentage or goal. Participation in this program is optional. However, Bidders are encouraged to subcontract with DVBEs.

Pursuant to Military and Veterans Code Section 999.2, each State department has a participation goal of not less than 3% for disabled veteran business enterprises. These goals apply to the overall dollar amount expended each year by the awarding department.

Covered California recognizes disabled veterans for their service by establishing a DVBE Participation Program. The program is intended to further veterans' participation in Covered California contracting, promote competition and encourage greater economic opportunity. Covered California determines whether to include DVBE participation requirements in specific solicitations based on the availability of contracting or subcontracting opportunities within the scope of services of the particular contract.

A Bidder may achieve participation by qualifying as a DVBE or by contracting with DVBE subcontractors. DVBEs must perform a commercially useful function, related to the bid specifications as required by Military and Veterans Code section 999(b)(5)(B). In order to encourage DVBE participation, Covered California will apply a DVBE incentive as follows:

<u>Confirmed DVBE Participation</u>	<u>DVBE Incentive</u>
5% or More	5%
4% to 4.99%	4%
3% to 3.99%	3%
2% to 2.99%	2%
1% to 1.99%	1%

The incentive is applied in determining the lowest monetary bid or best value by reducing the qualified Bidder's price by the amount of the incentive as computed on the lowest price submitted by a responsive Bidder. This reduction is applied solely for evaluation purposes.

If the Bidder with the lowest monetary bid or best value, prior to application of the incentive, is a California-certified small business, only other certified small businesses will be eligible to receive the Small Business incentive bonus. If after application of incentives, two or more responsive bids tie for lowest monetary bid or best value, the contract may be awarded to the responsible Bidder with the highest level of DVBE participation, if it is determined that the bid provides the Best Value to the State.

During the contract term, the Contractor's DVBE compliance will be calculated on the completed work as verified by an audit of the Contractor's invoices and Contractor's payments to designated subcontractors.

If the Bidder or proposed subcontractor possesses a Disabled Veteran Enterprise Certification and wishes to take advantage of the preference program, the Bidder must complete and submit the Bidder Declaration – Attachment 5, and Disabled Veteran Business Enterprise (DVBE) Declaration – Attachment 6 with its proposal package.

5.2.1 Commercially Useful Function

Only State of California, Office of Small Business and DVBE Services (OSDS), certified DVBEs who perform a Commercially Useful Function (CUF) relevant to this solicitation may be used to satisfy the DVBE participation goal. The criteria and definition for performing a CUF are below. When responding to this RFP, Bidders will need to verify each DVBE subcontractor's certification with OSDS to ensure DVBE eligibility.

CUF Definition California Code of Regulations, Title 2, § 1896.61(l): The term "DVBE contractor, subcontractor or supplier" means any person or entity that satisfies the ownership (or management) and control requirements of § 1896.61(f); is certified in accordance with § 1896.70; and provides services or goods that contribute to the fulfillment of the contract requirements by performing CUF.

As defined in Military Veterans Code § 999, a person or an entity is deemed to perform a CUF if a person or entity does **all** of the following:

1. Is responsible for the execution of a distinct element of the work of the contract.
2. Carries out the obligation by actually performing, managing, or supervising the work involved.
3. Performs work that is normal for its business services and functions.
4. Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted under normal industry practices.

A contractor, subcontractor or supplier will not be considered to perform a CUF if the contractor's, subcontractor's or supplier's role is limited to that of an extra participant in a transaction, contract or project through which funds are passed in order to obtain the appearance of DVBE participation.

5.3 Target Area Contract Preference Act (TACPA)

This RFP does not include TACPA preferences. However, during the RFP process, Bidders may apply for the preference. Bidders are encouraged to review the package carefully to ensure that their submittals conform to the program's preference requirements. See <http://www.pd.dgs.ca.gov/disputes/default.htm>.

If the Bidder wishes to take advantage of the TACPA preference program, the bidder must complete and submit the Target Area Contract Preference Act Preference Request for Goods and Services Solicitations, Form STD 830 (Attachment 7) and Form DGS/PD 526 (Attachment 8) with its proposal package.

Attachments

- Attachment 1: Proposal Cover Page
- Attachment 2: Federal Debarment, Suspension, Ineligibility and Voluntary Exclusion – Certification
- Attachment 3: Form 700 Statement of Economic Interest Certification
- Attachment 4: Form STD 204 – Payee Data Record
- Attachment 5: Form GSPD-05-105 – Bidder Declaration
- Attachment 6: Form STD 843 – Disabled Veteran Business Enterprise (DVBE) Declaration
- Attachment 7: Form STD 830 – Target Area Contract Preference Act (TACPA)
- Attachment 8: Form DGS/PD526 Bidder's Summary (TACPA)
- Attachment 9: Proposal Evaluation/Bidder Scoring Sheet
- Attachment 10: Proposal Checklist

Model Contract with Exhibits

- Standard 213
- Exhibit A – Scope of Work
- Exhibit A, Attachment 1 – Sample Work Order
- Exhibit B – Budget Provisions
- Exhibit B, Attachment 1 – Cost Worksheet
- Exhibit C – General Terms and Conditions
- Exhibit C, Attachment 1 – Resumes
- Exhibit D: Privacy Addendum