

REQUEST FOR PROPOSALS

RFP NUMBER: CSP900017
INDEX NUMBER: DAS003
UNSPSC CATEGORY: 85000000, 85100000

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Human Resources Division (HRD), Benefits Administration Services (BAS), of the Department of Administrative Services (DAS) is requesting proposals for the:

Third-Party Administrator for the State of Ohio Medical Benefits Program

**THIS SOLICITATION CONTAINS AN EMBEDDED MINORITY
SET-ASIDE COMPONENT**

RFP ISSUED: September 15, 2015
INQUIRY PERIOD BEGINS: September 15, 2015
INQUIRY PERIOD ENDS: October 13, 2015 at 8:00 a.m.
ELECTRONIC WEB RESPONSE DUE: October 23, 2015 at 5:00 p.m.
PROPOSAL DUE DATE: October 28, 2015 by 1:00 p.m.

Proposals received after the due date and time will not be evaluated.

OPENING LOCATION: Department of Administrative Services
Office of Procurement Services
ATTN: Bid Desk
4200 Surface Rd.
Columbus, OH 43228-1395

PROPOSAL TECHNOLOGIES NETWORK (PROPOSAL TECH) ELECTRONIC WEB-SITE:

Begin registration at www.proposaltech.com/home/app.php/register Registration Code OHMEDFY17

Offerors must note that all proposals and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any proposal without compensation to the Offeror. Additionally, all proposals will be open to the public after the award of the contract has been posted on the State Procurement Web site. Refer to the Ohio Administrative Code, Section 123:5-1-08 (E).

RFP SUMMARY OVERVIEW

PURPOSE.

This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (ORC) and Section 123:5-1-08 of the Ohio Administrative Code (OAC). The Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the Human Resources Division (HRD), Benefits Administration Services (BAS), of the Department of Administrative Services (DAS) (the Agency), is soliciting competitive sealed proposals (Proposals) for the Third-Party Administrator(s) (TPA) for the State of Ohio Medical Benefits Program and this RFP is the result of that request. If a suitable offer is made in response to this RFP, the State of Ohio (State), through DAS, may enter into a contract (the Contract) to have the selected Offeror(s) (the Contractor(s)) perform all or part of the Project (the Work). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

The State seeks a partner(s) in helping to deliver competitive health benefits to its employees and their dependents with state-of-the-art best practices and actively invites Offerors to present capabilities and business models that will best meet the needs of the State both now and in the future. The State of Ohio intends to issue a contract to one or more medical plan administrators to perform the Work specified. Offerors may submit an Offer for one or more of the seven medical regions as defined by the State of Ohio (See Supplement Eight). Offerors must clearly identify which of the seven regions it proposes to serve and will be responsible to service the entire region(s) if awarded. The State reserves the right to award to a single Offeror.

The State of Ohio will evaluate the Offeror's account management, administration, technology, reporting and communication capabilities of the Offerors in conjunction with the financial aspects (fees, network discounts, access and disruption) of their programs.

The RFP is soliciting the comprehensive administration of the State of Ohio's benefit programs including but not limited to:

1. Account Management
2. Claims administration and payment
3. Clinical case management
4. Customer service
5. Management reporting
6. Network Management
7. Discounts
8. Disruption Analysis
9. Disease Management

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

Once awarded, the term of the Contract will be from the award date through June 30, 2019. The State may solely renew this Contract at the discretion of DAS for a period of one month. Any further renewals will be by mutual agreement between the Contractor and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed four (4) years and are subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. DAS may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of the Agency.

Any failure to meet a deadline in the submission or evaluation phases and any objection to the dates for performance of the Project may result in DAS refusing to consider the Proposal of the Offeror.

PROPOSAL SUBMITTAL.

This RFP process is being conducted electronically via the Internet using the Proposal Technologies Network, Inc. (Proposal Tech) application.

Instructions, username, password, and optional training information will be emailed to the Offeror upon registration. See page 1 for the Registration web-site and Registration code. For any organization that may be unfamiliar with this Web-based tool, Proposal Tech representatives will schedule training sessions at the Offeror's convenience. In addition, the Offeror may view an online training demonstration of the system and its functionality. This demonstration lasts approximately five minutes and will improve the Offeror's understanding of the system's functionality. Click on the link below to view the flash demonstration for further information:

http://www.proposaltech.com/help/docs/response_training_798x599.htm

- During the solicitation advertisement period technical questions related to the Proposal Tech system should be directed to the Proposal Tech customer service team via e-mail to support@proposaltech.com.
- During the solicitation advertisement period all questions related to the RFP content should be directed to the State of Ohio Procurement office through the inquiries process outlined below on Page 4.

Offerors are required to complete their RFP online through the Proposal Tech online procurement tool. Offeror responses must be completed in the tool and submitted prior to the Electronic Web Response Proposal Due Date and time noted. Sign-on instructions and a welcome memo will be sent to the registered Offerors.

Offeror must complete the following in the Proposal Tech tool by the Electronic Web Response Proposal due date and time noted:

1. Questionnaire
2. Medical Network Disruption
3. Geo Access Report
4. Medical ASO Pricing Model

In addition, the Offeror must read, complete and attach all of the requirements contained in:

5. Attachment One – Requirements for Offeror's Proposals
6. Attachment Two – Contract
7. Attachment Three –Performance Form
8. Attachment Four – Business Associate Agreement
9. Attachment Five –Methodology and Attestation for Reporting Provider Discount

Submission of the Offeror's proposal must be completed on the Proposal Tech Tool web-site prior to the Electronic Web Response Proposal due date and time noted.

Additionally, Offeror must complete and submit the following by the Proposal (CD) due date and time noted:

- A complete copy of the response to this RFP contained on CD in Microsoft Office 2003 or higher. The Proposal package must be clearly marked "CSP900017 RFP" on the outside of the package envelope:
 - Original signed Cover Letter, and
 - One set of CD copies consisting of the following:
 - One CD encompassing the Technical Proposal (all sections excluding Medical ASO Pricing Model),
 - One CD containing the Medical ASO Pricing Model,
 - One CD (if applicable) containing a redacted version of the Technical Proposal (all sections excluding Medical ASO Pricing Model), and
 - One CD (if applicable) containing a redacted version of the Medical ASO Pricing Model.

The sealed Proposal package containing all of the above as noted must be submitted to:

Department of Administrative Services
Office of Procurement Services—Bid Desk
4200 Surface Road
Columbus, Ohio 43228-1395

DAS will reject any Proposals or unsolicited Proposal addenda that are received after the deadline. An Offeror that mails its Proposal must allow adequate mailing time to ensure its timely receipt. DAS recommends that Offerors submit proposals as early as possible. Proposals received prior to the deadline are stored, unopened, in a secured area until 1:00 p.m. on the due date. Offerors must also allow for potential delays due to increased security. DAS will reject late proposals regardless of the cause for the delay.

Each Offeror must carefully review the requirements of this RFP and the contents of its Proposal. Once opened, Proposals cannot be altered, except as allowed by this RFP.

By submitting a Proposal, the Offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. DAS is not responsible for the accuracy of any information regarding this RFP that was gathered through a source different from the inquiry process described in the RFP.

DAS may reject any Proposal if the Offeror takes exception to the terms and conditions of this RFP, fails to comply with the procedure for participating in the RFP process, or the Offeror's Proposal fails to meet any requirement of this RFP. Any question asked during the inquiry period will not be viewed as an exception to the Terms and Conditions.

INQUIRIES.

Offerors may make inquiries regarding this RFP any time during the inquiry period listed in the Calendar of Events. To make an inquiry, Offerors must use the following process:

1. Access the State Procurement Web site at <http://www.ohio.gov/procure>.
2. From the Navigation Bar on the left, select "Find It Fast".
3. Select "Doc/Bid/Schedule #" as the Type.
4. Enter the RFP Number found in header of this document and Cover Letter. (RFP numbers begin with the letters "CSP")
5. Click "Find It Fast" button.
6. On the document information page, click "Submit Inquiry".
7. On the document inquiry page, complete the required "Personal Information" section by providing:
 - a. First and last name of the prospective Offeror's representative who is responsible for the inquiry.
 - b. Name of the prospective Offeror.
 - c. Representative's business phone number.
 - d. Representative's e-mail address.
8. Type the inquiry in the space provided including:
 - a. A reference to the relevant part of this RFP.
 - b. The heading for the provision under question.
 - c. The page number of the RFP where the provision can be found.
9. Click the "Submit" button.

Offerors submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt of the inquiry. Offerors will not receive a personalized e-mail response to their question, nor will they receive notification when the question has been answered.

Offerors may view inquiries and responses using the following process:

1. Access the State Procurement Web site at <http://www.ohio.gov/procure>.
2. From the Navigation Bar on the left, select "Find It Fast".
3. Select "Doc/Bid/Schedule #" as the Type.
4. Enter the RFP Number found in header of this document and Cover Letter. (RFP numbers begin with the letters "CSP")
5. Click "Find It Fast" button.
6. On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.

DAS will try to respond to all inquiries within 48 hours of receipt, excluding weekends and State holidays. DAS will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

Offerors are to base their RFP responses, and the details and costs of their proposed projects, on the requirements and performance expectations established in this RFP for the future contract, not on details of any other potentially related contract or project. If Offerors ask questions about existing or past contracts using the Internet Q&A process, DAS will use its discretion in deciding whether to provide answers as part of this RFP process.

DAS is under no obligation to acknowledge questions submitted through the Q&A process if those questions are not in accordance with these instructions or deadlines.

CALENDAR OF EVENTS.

The schedule for the Project is given below, and is subject to change. DAS may change this schedule at any time. If DAS changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Web site area for this RFP. The Web site announcement will be accompanied by an addendum to this RFP, also available through the State Procurement Web site. After the Proposal due date and before the award of the Contract, DAS will make scheduled changes through the RFP addendum process. DAS will make changes in the Project schedule after the Contract award through the change order provisions located in the general terms and conditions of the Contract. It is each prospective Offeror's responsibility to check the Web site question and answer area for this RFP for current information regarding this RFP and its calendar of events through award of the Contract. No contact shall be made with agency/program staff until contract award is announced.

The schedule of events is given below. The schedule may change at any time, including the elimination of steps.

Event	Key Dates
Firm Dates	
RFP Issued	September 15, 2015
Inquiry Period Begins	September 15, 2015
Inquiry Period Ends	October 13, 2015 at 8 am
Electronic Web Response Due	October 23, 2015 at 5 pm
Proposal (CD) Due Date	October 28, 2015 at 1 pm
Estimated Dates	
Finalist Interviews	Week of December 7 - 11, 2015
Contract Award Notification	January 1, 2016

NOTE: These dates are subject to change.

There are references in this RFP to the Proposal due date. Prospective Offerors must assume, unless it is clearly stated to the contrary, that any such reference means the date and time (Columbus, OH local time) that the Proposals are due.

Proposals received after 1:00 p.m. on the due date to the State of Ohio will not be evaluated.