

REQUEST FOR PROPOSALS

RFP NUMBER: CSP900118
INDEX NUMBER: DAS009
UNSPSC CATEGORY: 80100000

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:

COBRA ADMINISTRATION OF THE MEDICAL PPO PLAN (INCLUDING BEHAVIORAL HEALTH, POPULATION HEALTH MANAGEMENT (PHM) AND PRESCRIPTION DRUG) AND EXEMPT DENTAL AND VISION PLANS

RFP ISSUED: September 15, 2016
INQUIRY PERIOD BEGINS: September 15, 2016
INQUIRY PERIOD ENDS: September 28, 2016 at 8:00 a.m.
ELECTRONIC WEB RESPONSE DUE: October 12, 2016 at 5:00 p.m.
PROPOSAL DUE DATE: October 14, 2016 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 <http://www.proposaltech.com/home/app.php/register> Registration Code OHCobraFY18

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 COBRA Administration of the Medical PPO plan (including behavioral health, population health management (PHM) and prescription drug) and Exempt Dental and Vision Plans 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 (the Contractor) perform all 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 one partner to assist in the delivery of competitive COBRA 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 COBRA administrator to perform the Work specified.

The State of Ohio will evaluate the Offeror's account management, administration, technology, reporting and communication capabilities in conjunction with the financial aspects of their programs.

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

1. Eligibility File Management
2. Premium Collection and Reconciliation Process
3. Account Management
4. Customer Service
5. Management Reporting

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, 2020. 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 One 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. COBRA ASO Pricing Model

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

3. Attachment One – Requirements for Offeror's Proposals
4. Attachment Two – Contract
5. Attachment Three –Performance Form
6. Attachment Four – Business Associate Agreement

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) and Hard Copy due date and time noted:

- A. A hard-copy response to this RFP document, including items as shown in Attachment One of this document. This written response must be clearly marked "CSP900118 RFP – Technical/Cost Proposal" on the outside of each Technical/Cost Proposal package's envelope. Each Offeror must submit one (1) original, completed and signed in blue ink. Also included in this Technical/Cost Proposal package should be a hard copy of the Offeror's responses to Item B below.
- B. Completion of online Proposal Questionnaire on the Proposal Tech online procurement tool. These responses must be completed in the tool and submitted prior to the Electronic Web Response proposal due date and time noted.

The Proposal Questionnaire shall include the following:

Completion of all five (5) sections including the attachments on the Proposal Tech online procurement tool.

The Offeror must submit, in the sealed Technical/Cost Proposal package, one paper copy and one electronic copy on a CD-ROM of the following items: a single, complete copy of the response to this RFP document (Item A above) in Microsoft Office (Word) 2003 or higher, and a copy of the Offeror's responses to the online Proposal Questionnaire (Item B above) in a searchable PDF format. Do not reference any other documentation or information not included in the single, complete copy detailed above.

If an Offeror includes in its proposal confidential, proprietary, or trade secret information, it must also submit a complete redacted version of its Technical/Cost Proposal in accordance with Confidential, Proprietary or Trade Secret Information that follows. Offerors shall only redact (black out) language that is exempt from disclosure pursuant to Ohio Public Records Act. Offerors must also submit an itemized list of each redaction with the corresponding statutory exemption from disclosure. The redacted version must be submitted as a paper copy as well as an electronic copy on CD ROM in a searchable PDF format. The redacted version will be available for inspection and released in response to public records requests. If a redacted version is not submitted, the original submission of the proposal will be provided in response to public records requests.

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.

ORC Section 9.24 prohibits DAS from awarding a Contract to any Offeror(s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is "unresolved" at the time of award. By submitting a Proposal, the Offeror warrants that it is not now, and will not become subject to an "unresolved" finding for recovery under Section 9.24, prior to the award of a Contract arising out of this RFP, without notifying DAS of such finding. ORC Section 9.231 applies to this contract.

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 Quick Links Menu on the right, select "Bid Opportunities Search"
3. In the "Document/Bid Number" field, enter the RFP number found on the first page of this RFP.
4. Select "Request for Proposals" from the Opportunity Type dropdown.
5. Enter the RFP Number found on Page 1 of the document. (RFP numbers begin with the letters "CSP")
6. Click "Search" button.
7. On the Opportunity Search Results page, click on the hyperlinked Bid Number.
8. On the Opportunity Details page, click "Submit Inquiry".
9. 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.
10. 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.
11. Enter the Confirmation Number at the bottom of the page
12. 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 "Quick Links menu on the right, select "Bid Opportunities Search".
3. In the "Document/Bid Number" field, enter the RFP number found on the first page of this RFP.
4. Enter the RFP Number found on Page 1 of the document. (RFP numbers begin with the letters "CSP")
5. Click the "Search" 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, 2016
Inquiry Period Begins	September 15, 2016
Inquiry Period Ends	September 28, 2016 at 8 a.m.
Electronic Web Response Due	October 12, 2016 at 5 p.m.
Proposal (CD) and Hard Copy Due Date	October 14, 2016 at 1 p.m.
Estimated Dates	
Finalist Interviews	November 16, 2016
Contract Award Notification	December 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.