

STATE OF MAINE

REQUEST FOR PROPOSALS #201105094

FOR PUBLIC RELATIONS BENEFIT AND INFORMATION SYSTEM TECHNICIAN SERVICES

FOR THE DIRIGO HEALTH AGENCY

PURPOSE:

The intent of this Request for Proposals (RFP) #201105094 dated June 7, 2011 is to obtain proposals for public relations benefit and information systems services on a temporary basis for the Dirigo Health Agency (DHA). The DHA is committed to conducting this procurement in an open and competitive manner in full compliance with State and Federal regulations and policies.

The resulting contract will be for a one (1) year period, which can be renewed if mutually agreed to by the State and the vendor. The performance of work under a State of Maine Agreement may be terminated by DHA in whole, or in part, for any reason the Agreement Administrator shall determine that such termination is in the best interest of DHA and the State of Maine.

The selected contractor will be responsible for providing services to meet the requirements identified in this RFP and will be held accountable for meeting these requirements.

The successful bidder will be required to enter into a standard State of Maine Agreement to Purchase Services (BP54). A copy of the BP54 is attached to this RFP. Submission of a proposal in response to this RFP will be understood as the bidder's acceptance of the terms and conditions included in Rider B of the Agreement.

SUBMISSION OF PROPOSALS:

Sealed bids must be delivered, one original and four copies, to the Division of Purchases, Burton M. Cross building, 4th floor, 111 Sewall Street, 9 State House Station, Augusta, ME 04333-0009. Bids will be accepted until 2:00 p.m. local time on Tuesday, July 5, 2011. Bids must be clearly marked "Dirigo Health Agency, Public Relations Benefit Specialist and Information System Services Proposal." Proposals will be publicly opened and the name of the bidders announced at the date, time, and place specified above. No other information will be made public prior to evaluation and contract award notification. Proposals received after the date and time specified will not be considered. There are no exceptions.

The State of Maine will not accept responsibility for any costs incurred by a bidder in the preparation of their proposal.

CONTRACT ADMINISTRATOR:

Phone inquiries will not be accepted. Bidders should direct written questions regarding these specifications to: Gloria Tomsa, Director of Operations, Dirigo Health Agency, 211 Water Street, Augusta, ME 04330, e-mail to dha.rfp@maine.gov, or fax to 207-287-9950. Please send an e-mail notice to Gloria Tomsa to provide notification on the arrival of any fax. All potential bidders will receive copies of responses to relevant questions raised by other bidders. Questions received after Friday, June 17, 2011 at 5:00 p.m. local time may not be answered.

WORK SPECIFICATIONS:

The selected provider is responsible for providing administrative support work in processing, tracking, determination and notification of eligibility benefits, customer service and public relations for the DHA Operations area. In addition, the selected provider is responsible for providing support for our Information System. The staff must provide office coverage from 8:00 a.m. to 5:00 p.m. daily during the course of a regular work week. The following is a list of representative responsibilities of the Contractor. There may be additional tasks that vary on a day to day basis. The Contractor will provide seven (7) Public Relations Benefit Specialists to fulfill the following tasks:

- Examines and verifies insurance application/renewal packets, reports, and benefit eligibility requirements in order to ensure accuracy and completeness of materials to make correct benefit eligibility determinations.
- Contacts applicants, members, insurance carrier, and insurance brokers to obtain pertinent eligibility information. Clarifies and resolves with same entities inconsistencies in documentation.
- Interviews applicants, members, insurance brokers, insurance carrier staff, and Department of Labor personnel in order to gather information to prepare and process applications/renewals within established timeframes.
- Determines monetary insurance premium discounts using applicable State and Federal eligibility and income criteria.
- Enters applicant/member information into specific computer program application within specified timeframes.
- Performs quality checking prior to submitting applications/renewals to insurance carrier.
- Researches and compiles members' records, reports and other necessary documentation to assist in the preparation of benefit eligibility appeals.
- Interprets and explains applicable regulations and policies to members and dependents to assist in proper benefit utilization.
- Communicates with insurance brokers, insurance carriers, and the public to create awareness of the Agency's objectives and to disseminate program information.
- Researches, resolves and responds to inquiries from members, applicants, insurance brokers, insurance carriers, legislators, and other State agencies personnel to provide information and resolve benefit disputes.
- Assists in communicating DHA program specifics at public events.

The Contractor will provide one (1) Information System Technician to fulfill the following tasks:

- Assist with information technology development, documentation, and support
- Experience with PERL, UNIX and Oracle

The DHA is responsible for providing training to the Contractor's personnel to perform the above tasks.

SCOPE OF WORK:

Services will be performed at 211 Water Street, Augusta, ME. Contractor must provide continuous services from 8:00 a.m. to 5:00 p.m. during regular work week. The contractor will be responsible for all absences of their assigned personnel.

The selected Contractor must demonstrate the ability to recruit and retain trained personnel to avoid disruption and lack of continuity of work flow. However, at the inception of the contract all of the positions may be filled with predetermined staff who have direct experience with but are not employees of the DHA.

BASIS OF AWARD:

The Contractor will be selected based on the following criteria:

50 points – Proposed costs - breakdown of employee hourly rate, employee fringe benefit/overhead, and total bill rate

30 points – Applicant screening processes

20 points – Experience

Cost Proposal – the lowest cost proposal will get the full 50 points. Cost points for each of the other proposals will be calculated by taking the lowest cost proposal, dividing it by the cost of the proposal being rated, then multiplying by the full 50 points.

The proposed cost should include a breakdown of employee hourly rate, employee fringe benefit/overhead, and total bill rate. These costs must be all inclusive. This means that these costs should include all salaries, benefits, holidays, vacations, or other leave provided by the Contractor, and any other cost related to the administration of the contract. The proposed cost will be the maximum amount payable to the successful bidder for work under the resulting contract. No reimbursement will be provided for costs not included in the bidder's proposal. Proposals lacking adequate information will not be considered.

The Agency reserves the right to make a contract award without any further discussion with the bidders regarding the proposals received. The Agency, however, reserves the right to conduct discussions with all responsible bidders who submit proposals determined to be reasonably susceptible of being selected for award.

The State reserves the right to reject any or all proposals.

ADMINISTRATIVE/CONTENT ISSUES:

Proposals that are submitted shall contain the following:

1. Proposed Costs – This portion of the proposal will be weighted 50% of the total.
2. Applicant Screening Process – Describe your pre-screening processes for providing qualified candidates for consideration by your clients to avoid disruption and lack of continuity of work flow. Provide the average time your agency has experienced when filling similar administrative and information system positions over the past 6 months. This portion of the proposal will be weighted 30% of the total.
3. Experience – Describe your organization’s professional experience, management, and provide a brief history. Describe your contractual relationships, if any, with other State of Maine departments/agencies. This portion of the proposal will be weighted 20% of the total.

ANALYSIS OF BID PROPOSALS

1. Proposed Cost (full points = 50) Score: _____

Lowest cost proposal receives the full 50 points. Cost points for each of the other proposals will be calculated by taking the lowest cost proposal, dividing it by the cost of the proposal being rated, then multiplying by the full 50 points.

2. Applicant Screening Processes (full points = 30) Score: _____

3. Experience (full points = 20) Score: _____