**Request for Proposals (RFPs)**

**ETG0004 – Data Warehouse Solution**

&

**ETG0006 – Visual Business Intelligence Solution**



**Issued by the State of Wisconsin**

**Department of Employee Trust Funds On behalf of the Group Insurance Board**

Release Date: August 5, 2016

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# GENERAL INFORMATION

##### Introduction

The purpose of this Request for Proposal (RFP) is to provide interested parties with information to enable them to prepare and submit a proposal for a data warehouse (DW) solution and/or a visual business intelligence (VBI) solution that includes data aggregation, analysis and reporting services for the State of Wisconsin health insurance program. This includes the Group Health Insurance Program (GHIP) for state employees, and the Wisconsin Public Employer (WPE) program for local government employees. The Wisconsin Department of Employee Trust Funds (ETF) intends to use the results of this solicitation to award one or more Contracts for such services.

The Contract(s) will be administered and managed by ETF, with oversight by the Group Insurance Board (the “Board”). This RFP document and the awarded Proposer’s/Proposers’ Proposal response shall be incorporated into the Contract.

ETF intends to use the results of this process to award one or more Contracts for the solutions described below:

* **ETG0004** – Data Warehouse (DW) Solution
* **ETG0006** – Visual Business Intelligence (VBI) Solution

Proposers may respond to ETG0004, or ETG0006, or both. **If responding to both ETG0004 and ETG0006, the response must be submitted in one comprehensive Proposal.** It is the Proposer’s responsibility to ensure that the responses clearly provide the relevant information for each solution.

##### Current State & Background

ETF is a Wisconsin State agency that administers retirement, health, life, disability, and long-term care insurance programs for over 570,000 state and local government employees and annuitants.

###### 1.2.1 Health Insurance Program

The GHIP/WPE programs, primarily fully-insured health plans administered by ETF and 18 contracted health plans, are for the employees of 58 State agencies, the State of Wisconsin Legislature, the University of Wisconsin (UW) System, the University of Wisconsin Hospital and Clinics, 368 local government employers’ employees, retirees, and dependents. The GHIP/WPE programs make up one of the largest health plan groups in Wisconsin, spending $1.4 billion in health insurance premiums annually.

Currently, most health insurance benefits (98%) are administered through 17 competing, fully insured health plans that offer a prescribed, “uniform benefit” package called the “It’s Your Choice (IYC) Health Plan”, as well as a high-deductible health plan (HDHP) option, called the IYC HDHP. The health plans follow the Board’s guidelines for eligibility and program requirements and participate in an annual competitive premium rate bid process. Most health plans are health maintenance organizations (HMOs) and one is a preferred provider organization (PPO).

The State also administers a small self-insured offering through both the “IYC Access Health Plan” and “State Maintenance Plan” that are administered through a single administrator. The IYC Access Health Plan provides freedom of provider choice and also has an HDHP option. The State Maintenance Plan offers the IYC Health Plan benefit design, including a HDHP option, and is available in counties in Wisconsin where there is not reasonable access to providers through a qualified fully-insured health plan.

The pharmacy benefit program is self-insured and has been administered through a Pharmacy Benefit Manager (PBM) since 2004. This includes providing Medicare Part D benefits through an Employer Group Waiver Plan (EGWP) since 2012.

The uniform dental benefit program is also self-insured as of 2016. Participants of the GHIP may opt out of dental coverage during the annual open enrollment period. Local employers that participate in the WPE program chose whether or not to offer the uniform dental benefit program to their group.

Table 1 below lists the number of individuals enrolled in the GHIP/WPE programs for 2016.

Table 1 - 2016 Enrollment Data



**Open Enrollment**: Dates for the annual open enrollment period, known as “It’s Your Choice” (IYC), are set by the Board each year. The 2016 open enrollment period will begin October 17 and end November 11. Program and benefit changes are primarily disseminated via employer groups and the ETF website.

**Benefit Consultant** In November of 2015, the Wisconsin Group Insurance Board’s (Board) benefit consultant and actuary, Segal Consulting (Segal), presented a report containing analysis of the current Group Health Insurance Program (GHIP) for state employees and the Wisconsin Public Employer (WPE) program for local government employees, and recommended strategies for program design that would contain future cost increases and improve health outcomes while increasing the efficient delivery of quality health care to program members. A significant component of the report is a recommendation for a Total Health Management model that includes driving engagement in wellness and disease management programming. As a result of this recommendation, the Board has approved 2016 solicitations for a third party administrator of wellness and disease management programs, the development of data warehouse and visual business intelligence solutions, and proposals to evaluate self-insurance and regionalization of the health insurance program. Segal’s report and a link to the implementation memo can be found in Table 2-Additional Background Information.

ETF plans to share Proposals with Segal. To that end, **Proposers are required to complete and return the attached FORM F – ETG0004/ETG0006 Non-Disclosure Agreement (NDA).** The NDA must be received by ETF by the due date listed in Section 1.9 Calendar of Events.

**Wellness & Disease Management Vendor**: As stated above, the Board approved the procurement for a wellness and disease management vendor. The RFP for these services was issued in April 2016, with a contract start date target of August 2016. Section 5 – Mandatory Requirements of this RFP details requirements associated with the new wellness vendor.

**Employer Groups**: There are 58 different State agencies in the GHIP program, which operate under eight (8) different payroll processing centers. There are currently 368 local government employers offering health benefits to employees through the WPE program. This participation varies slightly each year due to an annual opt-in and opt-out provision for any local government employer in Wisconsin. The UW System Administration manages payroll functions for the 13 four-year campuses and the 13 two-year campuses with locations throughout the State.

###### 1.2.2 Additional Background Information

Table 2 (below) provides links to additional background information. This information is provided to assist the Proposer in completing a Proposal.

Table 2 – Additional Background Information

|  |  |
| --- | --- |
| Title | Web Address |
| Information about the GHIP/WPE programs | <http://etf.wi.gov/publications/et8902.pdf> |
| It’s Your Choice Open Enrollment Material | <http://etf.wi.gov/members/IYC2016/IYC_home.asp> |
| Benefit Consultant November 10, 2015 Report to the Board (Second Report) | <http://etf.wi.gov/boards/agenda-items-2015/gib1117/item3ar.pdf> |
| Office of Strategic Health Policy February 9, 2016 Memo to the Board for Implementation of Benefit Consultant Recommendations | <http://etf.wi.gov/boards/agenda-items-2016/gib0217/item5c.pdf> |
| Wisconsin Administrative Code: Chapter ETF 11 Appeals | <http://docs.legis.wisconsin.gov/code/admin_code/etf/11>  |
| Wisconsin State Statutes Chapter 40 | <http://www.legis.state.wi.us/statutes/Stat0040.pdf> |
| ETF Insurance Complaint Information | <http://etf.wi.gov/publications/et2405.pdf> |

##### Future State: Project Scope and Objectives

In an effort to contain future cost increases and to improve the health of participants of the GHIP/WPE programs, ETF and the Board are seeking an innovative vendor (or vendors) to be a strategic partner (strategic partners) in implementing a DW solution and a VBI solution as presented by Segal to the Board in November of 2015. ETF does not currently have the ability to evaluate and analyze costs, utilization, health risk, provider quality, and health plan performance from a single data source for the GHIP/WPE programs. The data that is available is housed in multiple locations, covering different historical periods and in varying formats and quality.

Implementation of the DW and VBI solutions will lead to improved health outcomes and impact future costs by supporting a variety of uses that include, but are not limited to, measuring and analyzing:

* **Medical and Pharmacy Quality Adherence** – To measure and evaluate preventive service compliance, compliance with standards of care, and prescription drug adherence.
* **Health Management and Wellness Program Design** – To perform analyses that support wellness design, including health risk assessment data analysis, chronic conditions profiling, and program design modeling.
* **Benefit Design and Network Management** – To identify and evaluate services that support design effectiveness, network performance, cost sharing strategies, and vendor management.
* **Provider and Facility Quality** – To evaluate and compare quality and efficiency at the provider, provider group, or facility level.
* **Plan Performance and Contract Adherence** – To evaluate and monitor targeted performance guarantees, conduct discount analysis and review payment accuracy.
* **Financial Management** – To measure and analyze the aspects of a health plan that are related to budgets, forecasts, rate setting, and reporting.

**The Contractor(s) must:**

1. Be a partner to ETF and the Board in analyzing data and trends to lead to data driven program design and development decisions.
2. Maintain a secure hosting environment to provide required services.
3. Integrate eligibility, claims, biometric, provider, disease management, and clinical data from a variety of vendors that include, but are not limited to, health plans, pharmacy benefits manager, wellness administrator, and dental administrator.
4. Perform extensive data quality validation, have rigorous data cleansing processes, and have the flexibility to go beyond canned reporting.
5. Develop and maintain a user-friendly, secure web-portal for ETF program administrators and other users.
6. Have application functionality that includes:
* Dynamic dashboard reporting
* Scorecards
* Automated reporting
* Trend analysis
* Comparison to comprehensive benchmarks
* Risk profiling/predictive modeling
* Analysis of disease severity
* Analysis of episodes of care
* Biometric and Health Risk Assessment (HRA) data integration
* Provider profiling
* Cohorts/population segmentation
1. Routinely review the GHIP/WPE program data and provide detailed reports and recommendations regarding areas where additional analysis may be warranted, the potential for reduction of costs may be identified, and important trends are identified
2. Collaborate with key stakeholders on data-driven program strategies

**Note: The Board may award multiple Contracts for the provision of Services described within this RFP.**

**1.3.1 Project Purpose**

The DW will be established through the creation of a uniform system of reporting. Medical, pharmacy, and dental claims, as well as wellness vendor data will be submitted to the DW vendor by ETF-contracted health care payers, ETF’s pharmacy benefit manager, and dental and wellness vendors, in a manner consistent with the program, as required by ETF.

Systems to fill critical information gaps are needed to make effective health policy decisions, to support healthcare and payment reform initiatives, and to address the need for transparency in healthcare. ETF is responding to a need for comprehensive, multi-payer, and other related data that allows healthcare stakeholders to understand the cost, quality, and utilization of healthcare.

Healthcare system performance improvement requires the availability of comprehensive data. As such, ETF requires additional information to understand the quality of care subscribers and their dependents receive, how much variation there is in healthcare costs and utilization, and what opportunities exist to improve the health and healthcare of employees.

The blended clinical and administrative data from multiple sources will support ETF’s ability to obtain a more complete picture of the health of health plan members, the care delivered to the members, and the associated costs. Analysis of this data will provide a better understanding of the burden of chronic conditions, health issues of aging populations, and other population health issues that impact healthy communities for employers and their employees.

The combined data will also permit the creation of actionable information based on outcomes and process-based performance measures, as well as supporting the translation of evidence into practice, informing policy, and the development of new methodologies to pay for improved health outcomes.

**Privacy.** In coordination and cooperation with the DW and VBI vendors, ETF will develop and implement procedures to safeguard the integrity and confidentiality of all data collected, maintained, and reported as may be required by applicable State and federal laws and regulations governing the privacy and security of private health information.

**Data Reporting/Submission.** All ETF contracted data submitting entities (DSEs) offering or administering a health benefit program shall register with ETF in accordance with rules established by contract. All ETF contracted DSEs are required to submit electronic claims and related data to ETF’s DW Contractor in a format prescribed by rules adopted by ETF.

The overarching goal of this procurement is to enter into a Contract with Contractor(s) who will collaborate with ETF in the development of a robust data warehouse and visual business intelligence tool set.

##### 1.3.2 Project Phases

At this time, the following phased-in approach for the DW and VBI solutions is anticipated. The specific timeline will be developed and agreed to jointly by ETF and the Contractor(s).

**Phase 1**

* Establish data transfer processes to load into the DW the following data and subsequently refresh it on a monthly basis:
	+ Membership and enrollment data from ETF, including data from the past three (3) calendar years
	+ Medical claims from contracted health plans, including claims from the past three (3) calendar years
	+ Pharmacy claims from the pharmacy benefits manager, including claims from the past three (3) calendar years
	+ Biometric and HRA data from the wellness vendor
	+ Provider data from the contracted health plans
	+ Dental claims data from the dental benefit administrator, including claims from the past calendar year
* Enhance claims data with value added data for analysis
* Perform extensive data validation
* Develop a web-portal for ETF program administrators and other DSEs

**Phase 2**

* Develop dynamic and drillable dashboards for ETF program administrators and select end-users
* Incorporate performance and quality measures as identified by ETF
* Perform general data exploration and trending for reporting, evaluation, and health outcome analysis
* Evaluate providers by utilization, cost, and quality of care
* Perform cost savings opportunity analysis

**Phase 3**

* Predictive modeling
* Assess and improve treatment compliance and health outcomes via benefit design modifications
* Evaluate potential member, provider, and safety outcome interventions
* Analyze high cost utilizers, low cost utilizers, and non-utilizers for potential outreach and intervention
* Explore the implementation and integration of select Electronic Medical Records (EMR)/Electronic Health Records (EHR) clinical data/values into the data warehouse for enhanced population health management analysis

##### Procuring and Contracting Agency

This RFP is issued for the State of Wisconsin by the Department of Employee Trust Funds (“ETF”) on behalf of the State of Wisconsin Group Insurance Board (“Board”). ETF is the sole point of contact for the State of Wisconsin in the selection process. The terms “State,” “ETF,” and “Department” may be used interchangeably in this RFP and its attachments.

Prospective Proposers are prohibited from contacting any person other than the individual listed below regarding this RFP. Violation of this requirement may result in the Proposer being disqualified from further consideration.

Express delivery: USPS Mail delivery:

Beth Bucaida Beth Bucaida

**RFP ETG0004/ETG0006** **RFP ETG0004/ETG0006**

Dept. of Employee Trust Funds Dept. of Employee Trust Funds

801 West Badger Road PO Box 7931

Madison, WI 53713-2526 Madison, WI 53707-7931

Telephone: 608-267-3933

FAX: 608-267-0633

E-mail: ETFSMBProcurement@etf.wi.gov

##### Definitions and Acronyms

Words and terms shall be given their ordinary and usual meanings. Where capitalized in this RFP, the following definitions and acronyms shall have the meanings indicated unless otherwise noted. The meanings shall be applicable to the singular, plural, masculine, feminine, and neuter forms of the words and terms.

**Agile** means a group of software development methods based on iterative and incremental development, in which requirements and solutions evolve through collaboration between self-organizing, cross-functional teams. It promotes adaptive planning, evolutionary development and delivery, a time-boxed iterative approach, and encourages rapid and flexible response to change.

**AHRQ** means Agency for Healthcare Research and Quality.

**Alias ID** Data masking, data obfuscation, data scrambling and data anonymization refer to the process of transforming certain data elements within a dataset so that the structure remains similar while the information itself is changed to protect sensitive information (e.g. PHI/PII). Data masking ensures that sensitive Member information is unavailable beyond the permitted production environment. With data masking, the original sensitive data cannot be retrieved or accessed. ETF and the Contractor shall agree upon a method to transform Member sensitive data based on masking rules, such as changing a unique Member ID to an Alias ID via a de-identification algorithm.

**APC** means Ambulatory Payment Classification or Advanced Primary Care.

**APG** means Ambulatory Payment Group.

**Application** is a program or piece of software designed and written to fulfill a particular purpose of the user. The terms “Application” and “System” are sometimes used interchangeably to refer to an implementation of a give feature or set of features. The use of either term does not necessarily imply a preference for a particular architecture to realize the feature set.

**ASC** means Ambulatory Surgical Centers.

**Authorized User or end-user** is an approved by ETF and the Contractor to access and employ the given features of the contractor systems in question. An End-User is a consumer of the features of the Contractor’s system and/or services.

**BI** means Business Intelligence.

**Board** means State of Wisconsin Group Insurance Board.

**Business Day** means each Calendar Day except Saturday, Sunday, and official State of Wisconsin holidays (see also: Calendar Day, Day).

**BVI** means Business/Visual Intelligence.

**Calendar Day** refers to a period of twenty-four hours starting at midnight.

**Calendar of Events** means the schedule of events in RFP, Section 1.8.

**COBRA** means Consolidated Omnibus Budget Reconciliation Act.

**Confidential Information** means all tangible and intangible information and materials being disclosed in connection with the Contract, in any form or medium without regard to whether the information is owned by the State of Wisconsin or by a third party, which satisfies at least one of the following criteria: (i) Individual Personal Information; (ii) Protected Health Information under HIPAA, 45 CFR 160.103; (iii) proprietary information; (iv) non-public information related to the State of Wisconsin’s employees, customers, technology (including data bases, data processing and communications networking systems), schematics, specifications, and all information or materials derived therefrom or based thereon; (v) information expressly designated as confidential in writing by the State of Wisconsin; (vi) all information that is restricted or prohibited from disclosure by State or federal law, including Individual Personal Information and Medical Records as governed by Wis. Stat. § 40.07, Wis. Admin. Code ETF 10.70(1) and 10.01(3m); (vii) any material submitted by the Proposer in response to this RFP that the Proposer designates confidential and proprietary information and which qualifies as a trade secret, as provided in Wis. Stat. § 19.36 (5) or material which can be kept confidential under the Wisconsin public records law, and identified by Contractor on FORM D –Designation of Confidential and Proprietary Information (DOA-3027). Pricing information cannot be held confidential.

**Contract** means the written agreement resulting from the successful Proposal and subsequent negotiations that shall incorporate, among other things, this RFP and the successful Proposer's Proposal, and all modifications to this agreement, and in addition shall contain such other terms and conditions as may be required by the State of Wisconsin.

**Contractor** means the Proposer who is awarded the Contract.

**CRG** means Clinical Risk Group.

**CDT** means Central Daylight Time covering a time period of mid-March to early November each calendar year.

**CST** means Central Standard Time covering all time periods not CDT.

**CSV** means Comma-Separated Values.

**Day** means Calendar Day unless otherwise indicated.

**DBMS** means Data Base Management System.

**Department** or **ETF** means the Wisconsin Department of Employee Trust Funds.

**DPE** means Data Providing Entity.

**DSE** means Data Submitting Entities, and those organizations submitting data files to the Data Warehouse Contractor.

**DW** means Data Warehouse.

**ED** means Emergency Department.

**EHR** means Electronic Health Record.

**ETF Program Manager** means the primary contact established by ETF for the Contract.

**ETL** means Extract, Transform and Load. Extract, Transform, Load (ETL) is the process of extraction, transformation and loading during database use, but particularly during data storage use. It includes the following sub-processes: 1) Retrieving data from external data storage or transmission sources; 2) Transforming data into an understandable format, where data is typically stored together with an error detection and correction code to meet operational needs; and 3) Transmitting and loading data to the receiving end.

**FedRAMP** means The Federal Risk and Authorization Management Program, or FedRAMP, is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

**GHIP** means Group Health Insurance Program.

**GIB** means the State of Wisconsin Group Insurance Board.

**HCC** means Hierarchical Condition Category.

**Health Plan** means a health care system that assumes both the financial risks associated with providing comprehensive medical services (insurance and service risk) and the responsibility for health care delivery in a particular geographic area to members, usually in return for a fixed, prepaid fee.

**HEDIS** means Healthcare Effectiveness Data and Information Set.

**HIPAA** means Health Insurance Portability and Accountability Act of 1996.

**HITECH** means Health Information Technology for Economic and Clinical Health Act.

**HMO** means Health Maintenance Organization.

**Individual Personal Information** or **IPI** is defined in Wisconsin Administrative Code § ETF 10.70(1), and means all information in any individual record of ETF, including the date of birth, earnings, contributions, interest credits, beneficiary designations, creditable service, marital or domestic partnership status, address, and social security number, but does not include information in any statistical report, other report or summary in which individual identification is not possible.

**Mandatory** means the least possible threshold, functionality, degree, performance, etc. needed to meet the mandatory requirement.

**Member or Participant** means the subscriber or any of the subscriber’s dependents who have been specified by the Department for enrollment and are entitled to benefits. Associated with each Member is a **Member ID**, an 8-digit numeric unique identifier.

**MS-DRG** means Medicare Diagnostic Related Groups.

**NCQA** means National Committee for Quality Assurance.

**P4P** means Pay for Performance.

**POS** means Point of Service.

**PPO** means Preferred Provider Organization.

**Predictive Modeling/Analytics** means the branch of the advanced analytics which is used to make predictions about unknown future events. Predictive analytics uses many techniques from data mining, statistics, modeling, machine learning, and artificial intelligence to analyze current data to make predictions about future.

**Proposal** means the complete response of a Proposer submitted in approved manner, on the approved forms and setting forth the Proposer’s pricing for providing the services described in this RFP, which includes all attachments.

**Proposer** means any individual, company, corporation, or other entity that responds to this RFP. Used interchangeably with “Vendor” or “Supplier” and means a firm or individual submitting a Proposal in response to this RFP.

**Protected Health Information** or **PHI** is health information protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Title 45 of the Code of Federal Regulations, section 160.103.

**Provider** means health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term also refers to other healthcare professionals such as health plans, hospitals, physician groups, clinics, nurse practitioners, chiropractors, physical therapists, and others offering specialized healthcare services.

**Reason Codes** are used to explain why a claim was not paid or how the claim was paid. They also show the reason for any claim financial adjustments, such as denials, reductions or increases in payment.

**RFP** means Request for Proposal.

**Secure** referring to data means the data is securely protected and safeguarded and protected from cyberattacks; secure means the confidentiality, integrity and availability of ETF’s data.

**Services** means all work performed, and labor, actions, recommendations, plans, research, and documentation provided by the Contractor necessary to fulfill that which the Contractor is obligated to provide under the Contract.

**Secure File Transfer Protocol** (**sFTP**) means a secure version of File Transfer Protocol (FTP), which facilitates data access and data transfer over a Secure Shell (SSH) data stream. It is part of the SSH Protocol. This term is also known as SSH File Transfer Protocol. The term SFTP Site refers to an implementation of the SFTP protocol.

**State** means the State of Wisconsin.

**State Statutes** or **ss** or **Wisconsin Statutes** or **Wis. Stats.** means Wisconsin State Statutes referenced in this RFP, viewable at: <http://www.legis.state.wi.us/rsb/stats.html>.

**Subcontractor** means a person or company hired by the Contractor to perform a specific task or provide program content as part of the Contract.

**System** means all technical infrastructure and services necessary to fully support ETF, to include but not limited to, the Portal, automated ETL process, Data Warehouse, Visual Business Intelligence, and data access environments. System includes all System source materials developed as a result of the Contract.

**Third Party Administrator (TPA)** means an individual or firm hired by an employer to handle claims processing, pay providers, and manage other functions related to the operation of health insurance. The TPA is not the policyholder or the insurer.

**USPS** means United States Postal Service.

**Visual Business Intelligence (VBI)** means knowledge based on the application of visual data to a business problem or opportunity. The process of visual business intelligence starts with the collection of visual data which is analyzed to create unique information. The term that refers to a variety of software applications used to analyze an organization's raw data. BI as a discipline is made up of several related activities, including data mining, online analytical processing, querying and reporting.

**Website, Portal, and Web Portal** means a specially designed [web site](https://en.wikipedia.org/wiki/Web_site) that brings information together from diverse sources in a uniform way. Usually, each information source gets its dedicated area on the page for displaying information (e.g. a [portlet](https://en.wikipedia.org/wiki/Portlet)). Often, the user can configure which ones to display. ETF uses the terms “Website” and “Portal” interchangeably to refer to internet websites that provide services. All services provided must be “secure”. Therefore, the terms “Website” and “Secure Website” are at times used interchangeably. Both refer to a “Secure” website. The online data submission portal is further described in Appendix 10 – Mandatory Requirements - Tab A - Technical Requirements.

Please see ETF’s glossary at: <http://etf.wi.gov/glossary.htm>for additional definitions.

##### Clarification of the Specifications and Requirements

Proposers must submit any questions concerning this RFP via e-mail (no phone calls) to ETFSMBProcurement@etf.wi.gov. The subject line of the e-mail must state “**ETG0004/ETG0006 RFP**” and the e- mail must be received on or before the date identified in Section 1.9 Calendar of Events for “Vendor Questions and Letter of Intent Due Date”. Proposers are expected to raise any questions they have concerning the RFP at this point in the process.

Questions must be submitted as a Microsoft Word document using the format specified below:

###### Table 3 – Format for Submission of Clarification Questions

|  |  |  |  |
| --- | --- | --- | --- |
| No. | RFP Section | RFP Page | Question |
| Q1 |  |  |  |
| A1 |  |  |  |

Proposer’s email must include the name of the Proposer’s company and the person submitting the question(s). A compilation of all questions and answers, along with any RFP updates, will be posted to the ETF Extranet (<http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html>) no later than the date indicated in Section 1.9.

If a Proposer discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Proposer should immediately notify the individual identified in Section 1.4 of such error and request modification or clarification of this RFP document.

If it becomes necessary to update any part of this RFP, updates will be published on ETF’s Extranet at <http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html>, which is part of ETF’s website, and will not be mailed. Electronic versions of the RFP and all appendices and exhibits are available on ETF’s Extranet.

##### Proposer Conference

There is no scheduled Proposer conference. A Proposer conference is an opportunity for Proposers to ask questions. If ETF decides to hold a Proposer conference, a notice will be posted on ETF’s Extranet at <http://etfextranet.it.state.wi.us/etf/internet/RFP/rfp.html>. Note, unless this notice is posted, no conference will be held.

##### Reasonable Accommodations

ETF will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities, upon request.

##### Calendar of Events

Listed below are the important dates by which actions related to this RFP must be completed. If ETF finds it necessary to change any of the specific dates and times in the Calendar of Events listed below, it will do so by issuing a supplement to this RFP via the ETF Extranet listed in Section 1.6. No other formal notification will be issued for changes in the estimated dates.

###### Table 4 – Calendar of Events

|  |  |
| --- | --- |
| Date\* | Event |
| August 5, 2016 | ETF Issues RFP |
| August 17, 2016 | Proposer Questions and Letter of Intent Due |
| August 26, 2016 | ETF Posts Answers to Proposer Questions on ETF Extranet |
| **September 13, 2016**  | **PROPOSAL DUE DATE: Proposals Due by 2:00 p.m. CDT** |
| Q1 2017 | Contract Start Date |

\*All dates are estimated with the exception of the dates for the submission of Proposer Questions, Letter of Intent, and Proposal.

##### Contract Term

The Contract term for providing a DW-VBI solution will commence on the Contract start date and shall extend through December 31, 2019. The Board retains the option, by mutual agreement of the Board and the successful Proposer, to renew the Contract for two (2) additional two (2)-year periods extending the Contract through December 31, 2023, subject to the satisfactory negotiation of terms, including pricing.

Cost increases for any Contract renewals shall be negotiated in good faith and mutually agreed upon by both the parties.

##### Letter of Intent

**A letter of intent indicating that a Proposer intends to submit a response to this RFP must be submitted to ETF by the date indicated in Section 1.9 Calendar of Events.** In the letter, the Proposer must identify the Proposer's company and give the name, location, telephone number, and e-mail address of one or more persons authorized to act on the Proposer's behalf. Proposers must submit the letter of intent via email to the address listed in Section 1.4. The RFP number and title must be referenced in the subject line of the email. The letter of intent does not obligate the Proposer to submit a Proposal. **Submitting a letter of intent is a pre-requisite to submitting a Proposal.**

##### No Obligation to Contract

The Board reserves the right to cancel this RFP for any reason prior to the issuance of a notice of intent to award. The Board does not guarantee to purchase any specific dollar amount. Proposals that stipulate that the Board shall guarantee a specific quantity or dollar amount will be disqualified.

##### Vendornet Registration

Only Proposers registered with the State of Wisconsin’s VendorNet will receive automatic future official notice for bid opportunities for services. VendorNet, the State of Wisconsin’s purchasing information and vendor notification service, is available to all businesses and organizations that want to sell to the State. Anyone may access VendorNet on the Internet at <http://vendornet.state.wi.us> to get information on State purchasing practices and policies, goods and services that the State buys, and tips on selling to the State.

##### Retention of Rights

All Proposals become the property of ETF upon receipt. All rights, title and interest in all materials and ideas prepared by the Proposer for the Proposal to ETF shall be the exclusive property of ETF and may be used by the State of Wisconsin at its discretion.

# PREPARING AND SUBMITTING A PROPOSAL

##### General Instructions

The evaluation and selection of a Contractor/Contractors will be based on the information submitted in Proposer’s(s’) Proposal(s) plus references, any presentations (if requested), interviews, demonstrations, responses to requests for additional information or clarification, any on-site visits or best and final offers (BAFOs), where requested.

Failure to respond to each of the requirements in this RFP may be the basis for rejecting a Proposal.

Elaborate Proposals (e.g., expensive artwork), beyond that sufficient to present a complete and effective Proposal, are neither necessary nor desired.

##### Incurring Costs

The State of Wisconsin and ETF are not liable for any costs incurred by Proposers in replying to this RFP, making requested oral presentations, or demonstrations.

##### Submitting the Proposal

**Proposers must submit the following, including all materials required for acceptance of their Proposal:**

* **One (1) original hard copy Proposal, clearly labeled “ORIGINAL”**
* **Ten (10) identical hard copy paper copies of the original paper Proposal, marked as “COPY.” Indicate the copy number (for example: 1 of 10, 2 of 10, etc.).**
* **One (1) USB flash drive, which includes the following:**
	+ **One (1) file folder** of **all un-locked and non-password protected electronic Proposal files in Microsoft Word/Microsoft Excel, and/or Adobe Acrobat 9.0 format. ETF requires all files have optical character recognition (OCR) capability (the document must searchable). OCR is the conversion of all images typed, handwritten or printed text into machine-encoded text. The file folder must be labeled “[Proposer Name] PROPOSAL.” Exclude all Section 8 (cost) attachments from this file folder.**
	+ **One (1) file folder** of **all electronic Proposal files, EXCLUDING or REDACTING all confidential and proprietary information, in Microsoft Word/Microsoft Excel, or Adobe Acrobat 9.0 format. This file folder must be labeled “[Proposer Name] REDACTED PROPOSAL.” This is the file that will be submitted to requestors for open records requests. Note that no matter what method the Proposer uses to redact, ETF is not responsible for checking that the redactions match the Proposer’s Designation of Confidential and Proprietary Information (DOA-3027). Proposer should be aware that ETF may need to electronically send the redacted materials to members of the public and other Proposers when responding appropriately to open records requests. ETF is not responsible for checking that redactions, when viewed on-screen via electronic file, cannot be thwarted. ETF is not responsible for responding to open records requests via printed hard copy, even if redactions are only effective on printed hard copy. ETF may post redacted Proposals on ETF’s public website in exactly the same file format the Proposer provides, and ETF is not responsible if the redacted file the Proposer provides does not adequately protect the information when the redacted file is copied and pasted, uploaded, emailed, or transferred via any electronic means. Exclude all Section 8 (cost) attachments from this file folder.**
	+ **One (1) file folder with an un-locked and non-password protected electronic Excel file of the cost proposal shall be saved as a separate file from the other Proposal documents labeled “[Proposer Name] FORM I COST PROPOSAL.” Note: costs provided on Proposer’s Cost Proposal shall NOT be redacted for confidentiality.**
	+ **The exterior of the USB flash drive shall be clearly marked with the Proposer Name and the RFP number.**

**Proposers must submit the Proposal and flash drive to the address listed in Section 1.4 Procuring and Contracting Agency by the due date and time listed in Section 1.9 Calendar of Events. Do not include FORM I – Cost Proposal within the Proposal original or within the Proposal copies. Proposer’s Cost Proposal shall only be included: a) electronically within the Proposer’s USB flash drive submitted to ETF, and b) in paper form as specified in the “Specific Instructions for submitting FORM I – Cost Proposal” below.**

**Upon receipt of Proposals, ETF stamps all boxes/envelopes containing Proposals with the date and time received. All Proposals must be time-stamped by Employee Trust Funds by the stated date and time specified in Section 1.9 Calendar of Events. Proposals received after the date and time specified in Section 1.9 Calendar of events will not be accepted and shall be disqualified. Receipt of a Proposal by the State** of Wisconsin **mail system does not constitute receipt of a Proposal by ETF for the purposes of this RFP. Proposers may request, via an email to the address listed in Section 1.4, the time and date their Proposal was received by ETF.**

**Proposals submitted via fax or e-mail will not be accepted.**

The Proposer’s Proposal must be packaged, sealed and show the following information on the outside of the package:

* “[Proposer's Name and Address]”
* Title: ETG0004/ETG0006 Data Warehouse Visual Business Intelligence Solution
* Proposal Due Date: September 13, 2016 2:00 PM CDT

**Specific Instructions for Submitting FORM I – Cost Proposal**

One (1) original (marked as such) and one (1) copy (both on 11 x 14” paper) of FORM I – Cost Proposal must be sealed in a separate envelope and submitted to ETF with Proposer’s shipment of Proposals. The sealed envelope containing the Cost Proposal must show the following information clearly written on the outside of the envelope:

* “[Proposer's Name and Address]”
* Title: COST PROPOSAL, ETG0004/ETG0006 DW/VBI Solution
* Proposal Due Date: September 13, 2016,2:00 PM CDT

##### Proposal Organization and Format

Proposers responding to this RFP must comply with the following format requirements. ETF reserves the right to exclude any Proposals from consideration that do not follow the required format as instructed below.

Proposals must be typed and submitted on 8.5 by 11-inch paper and bound securely.

Only provide promotional materials if they are relevant to a specific requirement of this RFP. If provided, all materials must be included with the response to the relevant requirement and clearly identified as “promotional materials.” Electronic access to such materials is preferred, which includes flash drives and web links.

**Proposers responding to this RFP must comply with the following format requirements:**

|  |  |
| --- | --- |
| **Front Cover** | Include at a minimum the following information:* **Proposer's company name**
* **One of the following titles (as appropriate):**

***“Proposal Response for the Wisconsin Department of Employee Trust Funds*** *ETG0004 DW Solution”* (if proposing only a DW solution);**OR** *“Proposal Response for* ***the Wisconsin Department of Employee Trust Funds*** *ETG0006 VBI Solution”* (if proposing only a VBI solution);**OR** ***“Proposal Response for the Wisconsin Department of Employee Trust Funds*** *ETG0004 DW Solution & ETG0006 VBI Solution”* (if proposing both a DW and a VBI solution)* **Proposal Date**
 |
| **TABLE OF CONTENTS** | Provide a table of contents for the Proposal (with associated page numbers).Include at a minimum the following information:* **Listing of each TAB number**
* **Listing of each TAB description**
* **Listing of each TAB page number**
 |
| **TAB 1** | Provide the following in the following order:* **TRANSMITTAL LETTER:** A signed transmittal letter must accompany the Proposal. The transmittal letter must be written on the Proposer’s official business stationery and signed by an official that is authorized to legally bind the Proposer. Include in the letter:
1. Name, signature and title of Proposer’s authorized representative
2. Proposer’s company name and address
3. Telephone number, and e-mail address of representatives who will be providing Services under this RFP
4. RFP number and title: ETG0004/ETG0006 Data Warehouse / Visual Business Intelligence Solution
5. Executive Summary
* FORM A – Proposer Checklist
* FORM B – Mandatory Proposer Qualifications
* FORM C – Subcontractor Information
* FORM D –Designation of Confidential and Proprietary Information (DOA-3027)
* FORM E – DOA-3261 Request for Proposal
* FORM F – ETG0004/ETG0006 Non-Disclosure Agreement (NDA)
* FORM G – DOA-3477 Vendor Information
* FORM H – DOA-3478 Vendor References
* Current Form W-9 Request for Taxpayer Identification Number and Certification (from the Department of the Treasury, Internal Revenue Service: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>)
 |
| **TAB 2** | **Response to Section 6 GENERAL QUESTIONNARE and Section 7 TECHNICAL QUESTIONNAIRE**Provide a point-by-point response to each and every statement or question in Sections 6 and Section 7. The response must follow the same numbering system used within each Section, use the same headings, and address each point or sub-point.  |
| **TAB 3** | **Assumptions and Exceptions**If the Proposer has no assumptions or exceptions to any RFP term, condition, exhibit, or appendix, provide a statement in Tab 3 of the Proposal to that effect.If the Proposer has assumptions and exceptions to any RFP term, condition, exhibit, or appendix, follow the following instructions: **Instructions:*** If the Proposer cannot agree to a term or condition as written, the Proposer must make its specific suggested revision to the language of the provision as follows: a) copy the provision exactly as written in this RFP; b) paste the original language into Proposer’s document; c) strike out words or insert proposed language to the text of the provision. Any new text and deletions of original text must be clearly color coded or highlighted, which requires the Proposer’s response be printed in color. Proposers shall avoid complete deletion and substitution of entire provisions, unless the deleted provision is rejected in its entirety and substituted with substantively changed provisions. Wholesale substitutions of provisions shall not be made in lieu of strategic edits required to reflect Proposer-suggested modifications.
* Make reference to the exhibit, appendix, table, and/or section of this RFP to which the assumption or exception applies. Clearly label each assumption and exception with one of the following labels:
* Contract Terms and Conditions Assumption OR Exception
* RFP Assumption OR Exception
* Cost Proposal Assumption OR Exception narrative
* Immediately after a proposed revision, the Proposer shall add a concise explanation concerning the reason or rationale for the suggested revision. Such explanations shall be separate and distinct from the marked-up text and shall be bracketed, formatted in italics and preceded with the term “[Explanation:].”
* All provisions for which no changes are noted by the Proposer shall be assumed accepted by the Proposer as written and shall not be subject to further negotiation or change of any kind unless otherwise proposed by ETF.
* Submission of any standard Proposer contracts as a substitute for language in the terms and conditions is not a sufficient response to this requirement and may result in rejection of the Proposal. An objection to terms or conditions without including proposed alternative language will be deemed to be an acceptance of the language as applicable.
* ETF reserves the right to negotiate contractual terms and conditions other than those in the Contract when it is in the best interest of the State of Wisconsin to do so.
* Exceptions to the contract terms and conditions may be considered during Contract negotiations if it is beneficial to ETF.
* ETF may or may not consider any of the Proposer’s suggested revisions. ETF reserves the right to reject any proposed assumptions or exceptions.

Supplemental Information – IMPORTANTETF will not allow any assumptions or exceptions by the Proposer to any of the items listed in Table 5 below. Any Proposal with an assumption or exception to any of the items listed in Table 5 will be rejected.***Table 5 – No Assumptions or Exceptions***

|  |  |  |
| --- | --- | --- |
| Document | Item/Section | Page(s) |
| Appendix 10 Tab C | Performance Standards | All |
| Exhibit 2 | 15.0 Applicable Law and Compliance | 2 |
| Exhibit 2 | 17.0 Assignment | 2 |
| Exhibit 2 | 32.0 Hold Harmless | 3 |
| Exhibit 4 | 6.0 Audit Provision | 2 |
| Exhibit 4 | 13.0 Contract Dispute Resolution | 3 - 4 |
| Exhibit 4 | 14.0 Controlling Law | 4 |
| Exhibit 4 | 16.0 Termination of this Contract | 4 |
| Exhibit 4 | 17.0 Termination for Cause | 4 |
| Exhibit 4 | 18.0 Remedies of the State | 5 |
| Exhibit 4 | 22.0 Confidential Information and HIPPA Business Associate Agreement | 5 - 8 |
| Exhibit 4 | 23.0 Indemnification | 8 - 9 |

 |
| **TAB 4** | Provide a hard copy of the following documents:* Proposer’s audited financial statement for Proposer’s most recent completed fiscal year
* Sample Proposer’s standard contract for the Services being proposed/described in the Proposal
* Sample Proposer reports
* Sample Proposer invoices
 |
| **TAB 5** | **Additional Services**Proposer may submit additional detail for services beyond those requested in this RFP to be considered as part of Contract negotiations (see section 8.2 Additional Services). The listing of any corresponding dollar amounts related to proposed additional services may only be listed in the Additional Services section of FORM I – Cost Proposal. Proposer shall not include any cost information within the written Proposal only in FORM I. (See **Specific Instructions for Submitting FORM I – Cost Proposal** above). Costs associated with the requirements of this RFP may not be included in the Additional Services sections of FORM I. Any Additional Service offered will not be given consideration for additional points during the evaluation process or be a basis for the method of awarding the Contract. |
| **Format for Sealed Cost Proposal** |
| **SEALED COST PROPOSAL** | The ETF-provided Cost Proposal form is located in the Microsoft Excel file “FORM I – Cost Proposal” provided on the ETF Extranet site <https://etfonline.wi.gov/etf/internet/RFP/rfp.html> and on Vendornet. Proposer shall use this Excel file to complete its Cost Proposal. Failure to provide the Cost Proposal using the exact form provided in the Excel document may result in the Proposal being disqualified and rejected. No mention of the Cost Proposal may be made in any other part of the Proposal. The sealed Cost Proposal must be submitted per the requirements in Section 2.3 Submitting the Proposal. |

##### Multiple Proposals

Proposers may only submit one Proposal:

1. One Proposal if proposing only a DW solution; **OR**
2. One Proposal if proposing only a VBI solution; **OR**
3. One Proposal if proposing a combined DW solution and VBI solution.

Only one Proposal will be accepted. Multiple Proposals will not be allowed.

##### Withdrawal of Proposals

Proposals shall be irrevocable until the Contract is awarded unless the Proposal is withdrawn. Proposers may withdraw a Proposal in writing at any time up to the date and time listed in Section 1.9 Calendar of Events on the Proposal closing date or upon expiration of three (3) Calendar Days after the Proposal Due Date and time if received by ETF. To accomplish this, the written request must be signed by an authorized representative of the Proposer and submitted to the contact listed in Section 1.4 Procuring and Contracting Agency. If a previously submitted Proposal is withdrawn before the Proposal Due Date, the Proposer may submit another Proposal at any time up to the Proposal Due Date and time.

# PROPOSAL SELECTION AND AWARD PROCESS

##### Preliminary Evaluation

Proposals will initially be reviewed to determine if Mandatory requirements are met. Failure to meet Mandatory requirements as stated in FORM B – Mandatory Proposer Qualifications, or failure to follow the required instructions for completing the Proposal as specifically outlined in this RFP may result in rejection of the Proposal.

##### Clarification Process

Clarifications from Proposers may be requested by ETF for the purpose of clarifying ambiguities or questioning information presented in the Proposal. Clarifications may occur throughout the Proposal evaluation process. Clarification requests will include appropriate references to this RFP or the Proposal. Clarification responses shall be in writing and shall address only the information requested. Responses shall be submitted to ETF within the time required.

##### Proposal Scoring

Proposals that pass the preliminary evaluation may be reviewed by an evaluation committee and scored against predetermined criteria. The committee may review written Proposals, references, additional clarifications, oral presentations, site visits and other information to score Proposals. ETF may request reports on a Proposer's financial stability, and if financial stability is not substantiated, may reject a Proposer's Proposal. ETF may request demonstrations of the Proposer's proposed products(s) and/or service(s), and review results of past awards to the Proposer by the State of Wisconsin.

A Proposer may not contact any member of the RFP evaluation committee.

The evaluation committee's scoring will be tabulated and Proposals will be ranked based on the numerical scores received.

The evaluation committee reserves the right to stop scoring a Proposal at any point during the evaluation. If the committee chooses to do this, the committee would compare each Proposer’s score to the highest score. If a Proposer’s score is not reasonably apt to exceed the highest score during the rest of the scoring process, no matter how well the Proposer scores, either via that Proposer moving up in the ranking, or the highest scorer moving down in the ranking, the committee may remove the Proposal from further consideration.

##### Evaluation Criteria

Proposals will be evaluated based upon the proven ability of the Proposer to satisfy the requirements with this RFP in an efficient, cost-effective manner, taking into account quality of service. Proposals will be scored using the following criteria:

###### Table 6 – Evaluation Criteria

|  |  |  |  |
| --- | --- | --- | --- |
| **RFP SECTION** | **DESCRIPTION** | **TOTAL POINTS** | **%** |
| 6 | General Questionnaire | 150 | 15% |
| 7 | Technical Questionnaire | 600 | 60% |
| FORM I | Cost Proposal | 250 | 25% |
|  | **Proposal Total** | **1,000** | **100%** |
| **top proposers only** | **Description** | **Total Points** | **%** |
|  | Proposer Demonstrations | 500 | - |

Results of reference checks will be used to clarify and substantiate information in the written Proposals. The reference checks may be considered when scoring the responses to the general and technical questionnaires in the RFP.

The points stated above are the maximum amount awarded for RFP section listed above.

##### Method to Score the Cost

The lowest Cost Proposal will receive the maximum number of points available for the cost category. If there are top scoring Proposals for a DW Proposal and for a VBI Proposal the lowest Cost Proposal for each solution would receive the maximum number of points available for the cost category. Other Cost Proposals will receive prorated scores based on the proportion that the costs of the Proposals vary from the lowest Cost Proposal. The scores for the cost category will be calculated with a mathematical formula.

##### Oral Presentations, Demonstrations, and/or Site Visits

The top scoring Proposers, based on the evaluation of their written Proposal in the general and technical questions of this RFP only, may be required to participate in oral presentations, interviews and/or site visits to supplement the Proposals, if requested by ETF. This may include demonstrations of Proposer’s technological solutions, data management and reporting capabilities and interviews with key staff who may interact with ETF program staff and Board members.

Not all Proposers may be invited for oral presentations, demonstrations, and/or site visits. ETF will make every reasonable attempt to schedule each oral presentation or demonstration at a time and location that is agreeable to the Proposer. Failure of a Proposer to interview or provide a presentation/demonstration or permit a site visit on the date scheduled may result in rejection of the Proposer's Proposal.

By submitting a Proposal in response to this RFP, the Proposer grants rights to ETF to contact or arrange a visit with any or all of the Proposer’s clients and/or references.

##### Contract Award(s)

Based on the results of the evaluation and taking into account all of the evaluation factors, the evaluation committee will recommend the highest scoring Proposal(s) to the Board for award. The Proposal(s) determined to be most advantageous to the Board will be selected by the Board for further action. The Board reserves the right not to award a Contract. If contract negotiations cannot be concluded successfully with the awarded Proposer(s), the Board may negotiate a Contract with the next highest scoring Proposer(s).

##### Best and Final Offer (BAFO)

ETF reserves the right to solicit a BAFO and conduct Proposer discussions, request more competitive pricing, clarify Proposals, and contact references with the finalists, should it be in the State’s best interest to do so. ETF is the sole determinant of its best interests.

If a BAFO is solicited, it will contain the specific information on what is being requested, as well as submission requirements, evaluation criteria as composed by the Committee, and a timeline with due date for submission. Any BAFO responses received by ETF after the stated due date will not be accepted. Proposers that are asked to submit a BAFO may refuse to do so by submitting a written response, indicating their response remains as originally submitted. Refusing to submit a BAFO will not disqualify the Proposer from further consideration.

##### Right to Reject Proposals and Negotiate Contract Terms

This RFP does not commit the Board to awarding one or multiple contracts, or paying any cost incurred in the preparation of a Proposal in response to this RFP. The Board retains the right to accept or reject any or all Proposals, or accept or reject any part of a Proposal deemed to be in the best interest of the Board. The Board shall be the sole judge as to compliance with the instructions contained in this RFP.

The Board may negotiate the terms of the Contract, including the award amount and the Contract length, with the selected Proposer prior to entering into a Contract. The Board reserves the right to add contract terms and conditions to the Contract during contract negotiations and subsequent renewals.

##### Notification of Intent to Award

All Proposers who respond to this RFP will be notified in writing of the Board’s intent to award the Contract as a result of this RFP. All decisions and actions under this RFP are solely under the authority of the Board. This procurement is authorized under Chapter 40 of the Wisconsin State Statutes. Procurement statutes and rules that govern other State agencies may not be applicable.

##### Appeals Process

The appeals procedure applies to only those requests for bids/proposals for Services that are over $50,000. Notices of intent to protest and protests must be made in writing. The appeal must state the contract number, detailed factual grounds for the objection to the contract award, and must identify any Wisconsin Statutes and Wisconsin Administrative Codes that are alleged to have been violated. Protestors can only submit one appeal per award.

The written notice of intent to protest the Notice of Intent to Award a Contract must be filed with:

|  |  |
| --- | --- |
| **Express/Common Carrier Delivery:** | **USPS Delivery** |
| Group Insurance Board | Group Insurance Board |
| c/o Robert J. Conlin, Secretary | c/o Robert J. Conlin, Secretary |
| Wisconsin Department of Employee Trust Funds | Wisconsin Department of Employee Trust Funds |
| 801 West Badger Road | PO Box 7931 |
| Madison, WI 53713-2526 | Madison WI 53707-7931 |

The notice of intent to protest must be received in writing at the ETF office listed above no later than five (5) Business Days after the Notice of Intent to Award is issued. Fax and e-mail documents will not be accepted. The written protest must be received in the ETF office listed above within ten (10) Business Days after the Notice of Intent to Award is issued.

The decision of the Group Insurance Board is final and the subjective judgment of evaluation committee members is not appealable.

# MANDATORY PROPOSER QUALIFICATIONS

**This section is pass/fail. (0 points)**

**Use FORM B – Mandatory Proposer Qualifications to respond.**

The following requirements are Mandatory for any Proposer who submits a Proposal. Failure to comply with one or more of the Mandatory qualifications may disqualify the Proposer. A response to each item in FORM B – Mandatory Proposer Qualifications is a Mandatory qualification.

Conditions of this RFP that include the word “must” or “shall” describe a Mandatory qualification.

**If the Proposer cannot agree to each item listed, the Proposer must so specify and provide the reason for the disagreement in Tab 3 – Assumptions and Exceptions – of the Proposer’s response.**

|  |  |
| --- | --- |
| **4.1** | Pursuant to Wis. Stats. § 16.705 (1r), the Services must be performed within the United States.  |
| **4.2** | Proposer agrees that any work products developed by Proposer as part of the project described in this RFP (e.g. all written reports, drafts, presentation and meeting materials, etc.) shall become the property of ETF. |
| **4.3** | The Proposer shall have no conflict of interest with regard to any other work performed by Proposer for the State of Wisconsin. |
| **4.4** | The Proposer shall not be suspended or debarred from performing federal or State government work. |
| **4.5** | During the past five (5) years, the Proposer must not have been in bankruptcy or receivership or involved in any litigation alleging breach of contract, fraud, breach of fiduciary duty, or other willful or negligent misconduct. If the Proposer provides a response of “DISAGREE”, provide details of any pertinent judgment, criminal conviction, investigation or litigation involving the Proposer. |

# MANDATORY REQUIREMENTS

**This section is NOT scored. (0 points)**

All terms, standards, specifications and conditions listed in this Section are **Mandatory** requirements. The Contractor(s) must meet all terms, standards, specifications and conditions listed in this Section.

Failure to comply with any term, standard, specification or condition may disqualify the Proposer.

The Microsoft Excel file Appendix 10 – Mandatory Requirements contains all terms, standards, specifications and conditions for this Section. Below are the specific tabs listing the Mandatory requirements:

Appendix 10 Tab A. Technical Requirements;

Appendix 10 Tab B. Reporting Requirements; and

Appendix 10 Tab C. Performance Standards.

**If the Proposer cannot agree to any term, standard, specification or condition within this Section, the Proposer must so specify and provide the reason for the disagreement in Tab 3 – Assumptions and Exceptions – of the Proposal. See Section 2.4 Proposal Organization and Format, Tab 3.**

# 6 GENERAL QUESTIONNAIRE

**This section is scored. (150 total points)**

The purpose of this section is to provide ETF and the Board with a basis for determining the Proposer’s capability to undertake the Contract.

Proposers must respond to each question/statement below by restating each question or statement and providing a detailed written response immediately after each question/statement. Provide a point-by-point response to each and every statement or question. The response must follow the same numbering system used below and address each point or sub-point.

The Proposer must be able to perform Services according to the requirements contained in this RFP.

The Proposer must provide sufficient detail for the Board and ETF to understand how the Proposer will comply with each requirement. If the Proposer believes that the Proposer’s qualifications go beyond the minimum requirements or add value, the Proposer should indicate those capabilities in each section.

Fees related to any services in your Proposal shall not be noted in this section but must be included in the Cost Proposal.

The Proposer shall provide the following information in Tab 2 (except for 6.1.11, 6.1.12, 6.1.13, and 6.1.14 which shall be provided in Tab 4) of its Proposal (see Section 2.3 Submitting the Proposal and Section 2.4 Proposal Organization and Format), organized in the order indicated below:

|  |  |
| --- | --- |
| **6.1.1** | Provide a general description of your company, including: 1. Primary line of business.
2. Description of experience in primary line(s) of business.
3. Number of employees.
4. City and state locations of the following: headquarters, account manager, customer service, helpdesk, IT support, implementation team, and Key Personnel or other staff.
5. Description of experience with public and private large group accounts (>20,000 covered lives), including complex groups and/or groups with multiple locations/subgroups.
 |
| **6.1.2** | Describe any acquisitions, and/or mergers or other material developments (e.g., changes in ownership, personnel, business, etc.) pending now or that occurred in the past five (5) years with your organization/company. Disclose any potential mergers, acquisitions or other material developments that have been recently discussed by senior officials, and could potentially take place within the next three (3) years after the Contract start date. |
| **6.1.3** | Provide the names of your two largest public and two largest private employer groups. Complete the table below illustrating your organization’s clients as of July 1, 2016. For clients that are comprised of multiple employer groups, count them as one employer in your response. **Book of Business:**

|  |  |  |
| --- | --- | --- |
| **Total # of Covered Lives** | **# of Public Sector Employers** | **# of Private Sector Employers** |
| Less than 10,000 |  |  |
| > 10,000 < 100,000 |  |  |
| > 100,000+  |  |  |

 |
| **6.1.4** | Describe your healthcare industry expertise. |
| **6.1.5** | What is your vision for ETF’s DW/VBI system described in this RFP for the next 1-3 years. Please describe any functional or technical architecture changes you may have to make to your current system to meet the requirements of this RFP. Will these changes affect user functionality? If yes, please describe the changes, and how will they be incorporated into your upgrade/modification plan? |
| **6.1.6** | What are three dominant trends in your business area of expertise (DW/VBI), and how do you envision incorporating these trends into your products? |
| **6.1.7** | Do you see yourself as a vertical leader in health care operations technology? What makes you, or would make you, a leader in health care operations technology? |
| **6.1.8** | Provide project organization charts, one for development and another for operations, identifying the proposed Contractor and any Subcontractor staff that will be assigned to this project. In addition, the Proposer shall provide a high-level narrative description of the organization of the project team, scope and roles, and the integration with the ETF project team. In this narrative, the Proposer shall also clearly document its resource plan, denoting the percentage of time that each of the Proposers proposed staff (whether Key role or not) shall be dedicated to the ETF DW/VBI project. |
|  | The following Key Personnel and associated qualifications are expected and shall be evaluated as part of the Proposal. Unless otherwise noted or agreed to by ETF, Key Personnel shall be employees of the Proposer (as opposed to employees of any Subcontractors). Proposed individuals who have the following experience shall be rated higher:**1) Project Manager:** with at least ten (10) years of experience in project management, including at least eight (8) years of experience managing complex IT development projects within the healthcare industry, with specific experience in claims data warehouses and analytic platforms. The Proposer must provide references from the past five (5) years who can attest to the individual’s experience in leading large system implementation, and the individual’s ability to coordinate across teams, manage risks, and meet project timelines.**2) Senior Architect:** with at least ten (10) years of experience in planning, designing, building and implementing IT solutions, with specific experience in multi-payer claims data warehouses and the deployment of analytic/Business Intelligence reporting environments. Ideally, this experience will cover all phases of the development lifecycle, from project inception and development to the maintenance and support phase. An individual who has led major IT applications implementation efforts in the past, and who has a strong background in software engineering principles and techniques will be rated higher. The Proposer should provide references from the past five (5) years who can attest to the individual’s experience in designing multi-payer claims data warehouses, reporting dashboards, visualizations and other analytic content, as well as the individual’s ability to elicit business requirements and clearly translate them into system functionality.**3) Senior Systems Analyst or Senior Developer:** with at least eight (8) years of overall experience and (4) years of leadership experience with multi-payer claims data and healthcare analytic solutions. Ideally, this individual will have proven problem solving skills in data analytics and web design, eliciting and documenting business requirements for hand-off to technical counterparts, and strong working knowledge of healthcare claims data. An individual with experience in an environment that utilizes multiple tools simultaneously and a firm understanding how they interoperate will be rated higher. Ideal individuals will have a solid understanding of data warehousing principles and the ability to write complex programming code and perform ad-hoc analytic tasks within the framework of a multi-payer claims data warehouse. In addition, ideal individuals will have demonstrated experience leading requirements design sessions, researching operational issues and documenting and facilitating solutions to performance challenges and other system defects. The Proposer shall provide references from the past five years who can attest to this individual’s experience in working with healthcare analytic solutions to translate business requirements into technical components. 4**) Senior Health Care Data/Policy Subject Matter Expert:** with at least (10) years of experience in healthcare business intelligence analytics. Ideally, this individual will be an expert in healthcare payment and delivery systems, with specific knowledge of spending, quality, utilization and payment trends in the private and public sector, as well as alternative payment methodologies and value based programs. The ideal Health Policy Subject Matter Expert will possess strong working knowledge of healthcare analytics, payment and risk groupers, with demonstrated experience providing guidance and leadership developing claims and quality based analytic solutions and metrics. The Proposer shall provide references from the past five years who can attest to this individuals’ experience. |
| **6.1.9** | Proposer shall identify and describe the Proposer's proposed labor skill set and provide resumes of all proposed Key Personnel. “Key Personnel” are considered to be those who have a leadership role in the project team and those who have interactive day-to-day involvement in and management of activities associated with the Services to be provided by Proposer under the Contract. Key Personnel shall be dedicated to the project. Key Personnel shall be approved by ETF prior to assuming a role on the project. Key Personnel shall not be removed from the project or reassigned within the project without the express permission of ETF. Notification of change of Key Personnel must be provided at least fifteen (15) Business Days in advance of the change, with resumes for ETF approval of replacement resources provided at least ten (10) Business Days in advance of the requested change. In the instance of unforeseen circumstances requiring the release or reassignment of a key resource, ETF shall not unreasonably withhold its permission. Resumes shall demonstrate experience of Key Personnel that is germane to the position proposed. Resumes shall include work on projects cited under the Proposer's experience, and the specific functions performed on such projects. Each resume shall include at least three (3) client references from recent projects. References may not be the proposed individual’s colleagues of the Proposer. |
| **6.1.10** | Performance Standards are listed in Appendix 10 – Mandatory Requirements, Tab C. Proposer shall describe additional performance standards/performance guarantees and the percentage of fees at risk the Proposer is prepared to offer ETF, tied to services offered by Proposer. Proposers are encouraged to provide additional detail on performance metrics of the DW and/or BVI solution(s) proposed for which performance guarantees could be offered. If no additional performance guarantees are proposed Proposer shall so state “No Additional Performance Standards/Guarantee are Offered” in its Proposal. |
| **6.1.11** | Provide your company’s audited financial statements for the two (2) most recent fiscal years including the audit opinion, balance sheet, statement of operations, and notes to the financial statements. Provide as described in Section 2.4-Proposal Organization and Format. |
| **6.1.12** | Provide sample your company’s standard contract for the services similar to those being proposed/described in your Proposal. |
| **6.1.13** | Provide sample reports (no more than 20), similar to those reports described in Appendix 10 – Mandatory Requirements – Tab B – Reporting Requirements.  |
| **6.1.14** | Provide sample Proposer invoices. |

# 7 TECHNICAL QUESTIONNAIRE

**This section is scored. (600 total points)**

**The Technical Questionnaire is provided in Appendix 11.** The purpose of the Technical Questionnaire is to provide ETF and the Board with a basis for determining the Proposer’s capability to undertake the Contract.

All Proposers must respond to the appropriate questions listed in Appendix 11:

* Proposers who intend to provide a Proposal for a Data Warehouse solution must respond to all questions within the Data Warehouse section of Appendix 11.
* Proposers who intend to provide a Proposal for a Visual Business Intelligence solution must respond to all questions within the Visual Business Intelligence section of Appendix 11.
* Proposers who intend to provide a Proposal for both a Data Warehouse solution and a Visual Business Intelligence solution must respond to all questions within both the Data Warehouse and Visual Business Intelligence sections of Appendix 11.

The Proposer must respond to each question/statement in Appendix 11 by restating each question or statement and providing a detailed written response immediately after each question/statement. Provide a point-by-point response to each and every statement or question. The response must follow the same numbering system and headings used within the Technical Questionnaire, and address each point or sub-point.

The Proposer must be able to perform Services according to the requirements contained in this RFP.

Proposers must demonstrate that they are able to perform the Services according to the requirements contained in this RFP.

The Proposer must provide sufficient detail for the Board and ETF to understand how the Proposer will comply with each requirement. If the Proposer believes that the Proposer’s qualifications go beyond the minimum requirements or add value, the Proposer should indicate those capabilities.

**Fees related to any services in the Proposal shall not be noted in this section but must be included in the Cost Proposal.**

# COST

**This section is scored. (250 total points)**

**FORM I – Cost Proposal is Mandatory and is scored.**

FORM I – Cost Proposalmust be submitted as instructed in Section 2.3 Submitting the Proposal. See RFP Section 3.5 Method to Score the Cost for the cost score calculation. **Cost is only allowed in FORM I, DO NOT list any dollar amounts related to any service or fee within any other area of the Proposal. All dollar amounts for any service or fee are required to be listed on FORM I only.**

There are four (4) tabs in Form I – Cost Proposal:

* Tab 1. Instructions
* Tab 2. ETG0004 DW Cost. Complete this tab if you are proposing a DW solution.
* Tab 3. ETG0006 VBI Cost. Complete this tab if you are proposing a VBI solution.
* Tab 4. ETG0004 & ETG0006 Cost. Complete this tab if you are proposing both a DW solution and a VBI solution. This tab offers Proposers the opportunity to offer ETF a discount based on a cost savings of offering/providing ETF both solutions.

ETF reserves the right to clarify any pricing discrepancies related to assumptions on the part of the Proposers. Such clarifications will be solely to provide consistent assumptions from which an accurate cost comparison can be achieved for scoring.

Costs outlined in the Proposer’s Cost Proposal shall remain firm for the initial Contract period. All costs listed must reflect the level of customization and features represented in the Proposer’s response to this RFP (the Proposal).

All resources necessary to provide the Services are to be provided by the Proposer and included in FORM I. The Proposer shall include all costs for all required hardware, software, applications (including any and all licenses that must be purchased/maintained throughout the term of the Contract), communications and other infrastructure in its Cost Proposal for the solution proposed in the Proposal.

##### 8.1 Travel Expenses

The Contractor’s and any Subcontractors’ travel expenses (e.g. airfare, lodging, meals, and insurance) and other miscellaneous expenses related to the provision of Services must be included in the Proposer’s proposed cost and shall not be an additional charge to ETF.

##### 8.2 Additional Services

Proposers may submit additional detail, as instructed in Section 2.3 (Tab 5), for related services beyond the Services in this RFP to be considered as part of Contract negotiations.

Additional Services will only be implemented or delivered at ETF’s request. Their inclusion in the Contract is not a guarantee, either stated or implied, of the demand for the services. ETF is not obligated to implement or utilize any of the Additional Services.

Proposers shall list the cost of all proposed Additional Services in the section titled “Additional Services” in Appendix I – Cost Proposal. Costs associated with the requirements of this RFP may not be included in the Additional Services sections of FORM I.

Throughout the term of the Contract, ETF retains full control and flexibility with regard to the types, quantities, and timing of any Additional Service. Additional Services provided on the Cost Proposal may not be dependent on implementation or delivery of any Service in this RFP.

# CONTRACT TERMS AND CONDITIONS

**This section is NOT scored. (0 points)**

ETF will execute a State of Wisconsin contract with the awarded Contractor. ETF’s Pro Forma Contract is located in Exhibit 1.

The Contract and any subsequent renewal(s) will incorporate all terms and conditions in this Section 9 including the following documents:

* Exhibit 2 – DOA-3054 Standard Terms and Conditions (3 Pages)
* Exhibit 3 – DOA-3681 Supplemental Standard Terms and Conditions for Procurements for Services (1 Page)
* Exhibit 4 – Department Terms and Conditions (10 Pages)

##### 9.1 Board and Department Authority

ETF is acting as an agent of the Board in carrying out any directives or decisions relating to this RFP, Contract and subsequent awards. All references to the “Department”, “ETF”, “State of Wisconsin”, “State” or “Board” in any term, condition, or specification shall have the same authority as one entity.

ETF is the sole point of contact for Board contracting.

##### 9.2 Payment Terms

* Invoices must be itemized by cost categories of expenses actually incurred.
* Invoices shall include the purchase order number when issued.
* Invoices will be submitted in accordance with ETF direction.
* ETF anticipates invoices will be received monthly.