

MINNESOTA DEPARTMENT OF COMMERCE
EXCHANGE QUALITY RATING SYSTEM AND ENROLLEE SATISFACTION SURVEY
SYSTEM REQUEST FOR PROPOSALS

Questions and Answers

July 19, 2012

- 1) Would you accept an appropriate combination of onsite (i.e., information gathering, interviews, other key meetings) and offsite activities (i.e., for research, preparation, and development of findings) provided by our project team?

Yes, a combination of onsite and offsite activities would be appropriate. The Department of Commerce (“Department”) does not anticipate that the selected contractor would work directly out of the Minnesota Health Insurance Exchange (“Exchange”) business office.

- 2) On page 4, Task Four, the RFP states that ‘The Contractor must recruit participants for the consumer testing process.’ Will there be any assistance provided by the Department to recruit these participants? If so, what assistance would the Department provide?

The Department will not be able to provide assistance with recruitment of participants for the consumer testing process. The selected contractor may work with a subcontractor if this activity is outside of their area of expertise. However, the Department cannot assist with this activity.

- 3) On page 7 the RFP states ‘Respondents have a 20-page limit across items 1-4 below’, however, item 4 Detailed Cost Estimate, is to be included in a separately sealed envelope. May we limit responses to items 1-3 to a 20 page limit?

It is appropriate for the 20-page limit to not include the cost proposal. The 20-page limit (10 double-sided pages equal 20 pages) will apply to tasks 1-3 which includes the project overview, project description and work plan, and the company overview, qualifications, and experience as noted on page seven of the RFP.

- 4) On page 8, in reference to the Department’s participation, the RFP asks for details of cost allowances for this participation. As we are not sure how to represent a cost allowance for the Department’s participation, may we use hours, instead of dollars, to represent the level of participation?

Yes, using hours instead of dollars would be an appropriate mechanism for representing the Department's participation level. The responder should also include a description of the nature of the activities and why the Department's participation is required.

- 5) We understand that you would like ten signed originals of the proposal. Does this mean you would also like ten signed (and notarized as appropriate) originals of the required forms? Also, where in the proposal would you like the signature to appear? Rather, would the signature reside on a transmittal letter accompanying the proposal? If so, would the transmittal letter count against the 20 page maximum?

No, we do not need ten original signed copies of the required forms. It is acceptable to include just one original of each of the required forms. It would be appropriate to include the signature accompanying the proposals on a transmittal letter submitted with the proposals. The transmittal letter would not count against the 20 page maximum.

- 6) Page 11 of the solicitation requires certification regarding debarment, suspension, etc. Is there a form that we should sign to indicate that we certify to the list of statements included in the RFP? If not, how and where would you recommend documenting our certification of the statements in our proposal?

There is no certification statement in regards to debarment and suspension, as referenced on page 11 of the RFP, which should be submitted with the respondent's ten copies of the proposal. This information will be verified for the selected vendor prior to finalizing the contract.

- 7) Page 12 lists insurance requirements. Do we need to include the certificates in our proposal or would that step occur subsequent to award?

This information would be required for the selected vendor prior to finalizing the contract.