


SOLICITATION, OFFER, ACCEPTANCE, AND AWARD

Date Solicited July 1, 2022	Solicitation Number 2022-07-2710	Date of Award	Contract Number
		NOTE: Solicitation responses shall be enclosed in a sealed envelope/package. Mail Or Emailed (due to COVID-19) Proposals To: Community First Health Plans Attn: Ana Vela Director, Creative Services 12238 Silicon Drive, Suite 100 San Antonio, Texas 78249-3454 Email Proposals to: RFPRresponse@cfhp.com	Due date/time for Respondent questions: <u>July 15, 2022</u> 2:00 PM CST
			Due date/time for proposals: <u>August 12, 2022</u> 2:00 PM CST
For information contact: Ana Vela	E-mail: RFPRresponse@cfhp.com	Telephone No. 210-510-2515	Fax No. _____

SOLICITATION FOR: Community First Health Plans, Inc. – Member Engagement Platform with SMS Service Provider

By signing the proposal, the Respondent acknowledges that all facts contained in it are true to the Respondent's best knowledge and that Community First Health Plans, Inc. (Community First), may rely upon such and that the Respondent has read the entire document and agreed to the terms therein. The undersigned, by his/her signature, represents that s/he is authorized to bind the Respondent to fully comply with the Specifications, Scope and General Requirements for the amounts shown on the accompanying pricing schedule and by signing the proposal, the Respondent acknowledges that all facts contained in it are true to the Respondent's best knowledge and that Community First may rely upon such.

Name and Address of vendor Company Name _____ Contact Name _____ Address _____ City, State & Zip _____ Telephone No. _____ E-mail address: _____	Name and Title of Person Authorized to Sign Offer <u>(Failure to sign shall result in rejection of offer)</u> Print Name _____ Title _____ Signature * _____ <p style="text-align: center;">Original must be signed in Ink.</p> Date _____
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ACCEPTANCE AND AWARD (to be completed Community First Health Plans, Inc.)

Acceptance of the following items:	Term of the contract:	Amount of Award:	Accounting & Appropriation:
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Community First Health Plans, Inc. _____ / _____ Theresa Scepanski President/Chief Executive Officer	Approval Date: _____ Date	Renewal Options: _____
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Company Name: _____

1. COMMUNITY FIRST HEALTH SYSTEM BACKGROUND

Community First Health Plans, Inc. (Community First), is a not-for-profit corporation formed by the Bexar County Hospital District, d/b/a, University Health, a political subdivision of the State of Texas (Affiliate). Community First was incorporated in 1994 and was licensed by the state of Texas on October 6, 1995, to operate as a health maintenance organization (HMO). Community First provides health care services to enrolled membership through a network of health care organizations under both prepaid and fee-for-service contracts. The Affiliate’s board of managers appoints Community First’s board of directors and the Affiliate can impose its will on Community First. The Affiliate includes Community First in its financial statements as a blended component unit.

For over 27 years now, Community First has provided cost effective health care and has touched the lives of almost 700,000 unique individuals. We are proud to offer exceptional care for families and individuals, quality prenatal care to expectant mothers and children with special health needs. Community First is NCQA-accredited (National Committee for Quality Assurance), meaning our health plan has undergone rigorous evaluation and review process and achieved successful certification to ensure our standards allow us to provide the best quality services to our members and providers. Our goal is that our community has access to health care for all stages of life and the assurance of care for the unexpected, when most needed.

2. PROJECT BACKGROUND

Community First Health Plans, Inc. (Community First), is a nonprofit corporation formed by the Bexar County Hospital District, d/b/a, University Health (“UH”). Community First was incorporated in 1994 and was licensed by the state of Texas on October 6, 1995, to operate as a health maintenance organization (HMO). Community First provides health care services to enrolled subscriber groups through a network of health care organizations under both prepaid and fee-for-service contracts. The System’s board of managers appoints Community First’s board of directors and can impose its will on Community First.

Community First is issuing this Request for Proposals (“RFP”) to solicit proposals for a Member Engagement Platform with SMS Service Provider. Interested Bidders may submit a proposal (“Proposal”) containing the information requested in this RFP. The Proposal may be submitted to bid for a Member Engagement Platform with SMS services, as well as auxiliary and/or complimentary services. Key to maintaining and improving our goal to Member access to quality health is our ability to provide avenues for members to receive current information regarding health programs, health care reminders, benefits, and time sensitive messaging in a time of crisis in addition to other important messaging.

3. SCOPE OF SERVICES

Community First is issuing this Request for Proposals (“RFP”) to solicit proposals for a Member Engagement Platform with SMS Service Provider. Interested Bidders may submit a proposal (“Proposal”) containing the information requested in this RFP. The Proposal may be submitted to bid for a Member Engagement Platform with SMS services, as well as auxiliary and/or complimentary

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services. The Member Engagement Platform must be available to Members as a mobile app to access health and benefit information in both English and Spanish. Services must include the ability to deliver tailored health and marketing campaigns to segmented and targeted audiences, as well as the ability to access user data for health plan use. Services should also include the ability to integrate with third party vendors that use evidence-based self-management tools as needed.

Community First will select one (1) Bidder to be contracted at Community First's discretion to perform the required services. The Bidder will provide services as set forth in the statement of work ("Statement of Work", "Scope of Work", or "Scope of Work") pursuant to a contract(s) to be entered into with Community First.

Community First is under no obligation to order any work pursuant to this RFP.

4. GENERAL TERMS AND CONDITIONS

4.1 Group Purchasing Organizations (GPOs) and Cooperative Contracts (COOPs): – Community First Participates in many different GPOs and COOPS. If your company participates in any Buying Groups and are awarded a contract, all sales, contracts and orders will be reported back to the respective GPO or COOP. If the response submitted falls under a GPO or COOP state which one is applicable in your submittal response to this solicitation. Community First GPOs and COOPS of which it is a member, includes, but is not limited to: Premier, Intalere (Amerinet), First Choice, US Communities, Purchasing Solutions Alliance, TxMAS and the Texas Department of Information Resources (DIR).

4.2 Formal Competitive Process: This solicitation is a competitive bidding process managed by Community First. All questions or other matters related to this solicitation are to be directed to the Business Operations Manager for Community First or his designee.

4.3 The Respondent understands and acknowledges that the Community First reserves the right to:

- (a) at its sole discretion, reject any and all responses, to waive any formality or informality, or to change the listed dates.
- (b) request clarification of information submitted and to request additional information of one or more applicants.
- (c) at its sole discretion, modify or suspend any and all aspects of the selection process, including, but not limited to this solicitation, and all or any portion of the selection process subsequent to the solicitation, to obtain further information from any Respondent, to waive any defects as to form or content of the solicitation or any other step in the selection process, and to accept or reject any Respondent for entry into any contract.
- (d) award the contract to another Respondent(s) if the successful Respondent(s) does not execute a contract within thirty (30) days after the acceptance of the response by Community First.
- (e) Without further discussion, award one contract to a single or multiple companies after receipt of proposals. Therefore, Community First emphasizes the importance of submitting the most favorable terms in the initial response.

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4.4 Respondent Submittals/Responses: The Respondent understands and acknowledges the following:

- (a) Respondents who submit a response to this solicitation do so at their own expense. Please note any costs incurred during the development, preparation, and submission of solicitation responses shall be borne solely by the Respondent. The Health System and Community First will not pay or reimburse any respondent's costs related to this solicitation or negotiation of any contract.
- (b) A Respondent who does not respond to this solicitation by the due date may, at Community First's sole discretion, be eliminated from the selection process. Responses are due to Community First in accordance with the specifications of this solicitation.
- (c) Any response may be withdrawn up to the date and time specified for the submission of the responses. Any response not so withdrawn shall constitute an irrevocable offer, for a period of one-hundred twenty (120) days, to provide to Community First the services proposed, or until one or more of the responses have been accepted and approved by Community First.
- (d) Community First will independently verify the respondent's ability to perform as proposed.
- (e) The issuance of this solicitation does not imply any commitment on the part of Community First nor any of its individual representatives to accept in part or in whole any of the submitted proposals.
- (f) Any agreement or contract resulting from the acceptance of a response shall be approved by Community First. The contract shall contain, at a minimum, applicable provisions of this solicitation, **to include but not limited to performance guarantees, remediation provisions and reporting requirements contained in Community First agreements with Texas Health and Human Services Commission (HHSC) as applicable.** Community First reserves the right to reject any agreement that does not conform to its standard terms and conditions and any other Community First requirements for agreements and contracts.
- (g) Material exceptions to the solicitation, including terms and conditions, delivery, specifications, or payment terms may constitute grounds for rejection of the submission.
- (h) Community First, at its sole discretion, may select more than one vendor(s) which best serve Community First's interests.

4.5 Respondent Waiver: By Respondent's submission of a response to this solicitation, each Respondent waives any claim against the Health System or Community First by reason of any or all of the following: (i) any aspect of this solicitation, the selection process or any part thereof, (ii) any informalities or defects in the selection process, entering into any agreement, the failure to enter into an agreement, any statements, representations, acts, or omissions of the Health System or Community First, (iii) the exercise of any discretion set forth in or concerning any of the foregoing, and any other matters arising out of all or any of the foregoing.

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- 4.6 Advertising:** The Respondent shall not use the Community First's name, logos, images, or any data or results arising from this contract as a part of any commercial advertising without first obtaining the prior written consent of the President/Chief Executive Officer of Community First.
- 4.7 License and Permits:** The Respondent shall obtain and maintain in full force and effect all required licenses, permits, and authorizations necessary to perform this contract. The Respondent shall supply Community First with evidence of such licenses, permits, and authorizations. This evidence shall be submitted subsequent to the contract award. All costs associated with any such licenses, permits, and authorizations shall have been included by the Respondent in its proposal response.
- 4.8 Business Associate Information and Safeguards:** If applicable, Vender will enter into a Business Associate Agreement with Covered Entity. Business Associate agrees to use appropriate safeguards to prevent use or disclosure of the PHI other than as provided for by this Agreement or by law. Business Associate agrees to implement a comprehensive written privacy and security program that includes administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of ePHI that it creates, receives, maintains or transmits on behalf of Covered Entity in compliance with the HITECH Act. Business Associate agrees to provide Covered Entity with a copy of its privacy and security program prior to the execution of any Agreement. Business Associate further agrees to provide Covered Entity with information concerning such safeguards as Covered Entity may from time to time request.
- 4.9 Vendor Credentialing Services:** Community First utilizes a credentialing services to credential vendors. Community First requires all vendors or Respondents to be credentialed prior to obtaining access to any Community First facilities or systems. **Vendor or Respondent is solely responsible for any and all costs incurred by it as part of the credentialing process.** NOTE: This process only applies to the awarded Respondent(s). Awarded vendors or Respondents must have all employees that will be inside any Community First facility or system to submit to this process. Only those approved employees will be allowed to enter any Community First facility or system.
- 4.10 Access to Community First Facilities and Systems:** **The Respondent understands, acknowledges and agrees to the following:**
- (a) All vendor representatives, desiring access to Community First facilities or Systems must have an approved appointment, be credentialed through the vendor credentialing system and register each time access is required. All of these requirements are to be met prior to access being granted for entrance to Health System properties or secure systems.
 - (b) Upon approval of the vendor credentialing process, to gain access to any secure system the vendor must agree apply for access and agree to Community First conditions and terms of use. To gain access to the desired facility/department, the vendor representatives are to register, at the designated vendor credentialing location indicated in the Vendor Protocol Book, retrieve the appropriate photo ID badge and authorization to proceed to their destination.
 - (c) Access to individual areas in Community First facilities is determined by the sensitivity of each area and the vendor representative's level of access. Vendor representatives

will be permitted access only to those areas for which their credentialing is authorized and approved.

- (d) The vendor credentialing and registration process must be completed and approved before a vendor representative will be allowed access to facilities or to secure systems.

4.11 Contract and Contract Conditions: If awarded a contract, Respondent agrees to the following:

- (a) Contract Term: The contract will be awarded for the term outlined in this solicitation, commencing from the date of award. If delays in the solicitation process result in an adjustment of the anticipated contract effective date, the Respondent agrees to accept a contract for the full term of the contract. Unless otherwise specified in this solicitation, the initial **contract term is a three (3) year term with two (2) one (1) year renewal options.**
- (b) Contract Renewal Option: The contract may be renewed for the number of option years outlined in this solicitation by mutual written agreement between Community First and the Respondent. The original terms and conditions will remain in effect for any renewal period.
- (c) Contract Transition: In the event services end by either contract expiration or termination, it shall be incumbent upon the Respondent to continue services, if requested by Community First, until new services can be completely operational. The Respondent acknowledges its responsibility to cooperate fully with the replacement Respondent and Community First to ensure a smooth and timely transition to the replacement Respondent. Such transitional period shall not extend more than one-hundred twenty (120) days beyond the expiration date of the contract, or any extension thereof. The Respondent will be reimbursed for services during the transitional period at the rate in effect when the transitional period clause is invoked by Community First.
- (d) Contract Termination: Community First shall have the right to terminate the contract at any time and for any reason upon sixty (60) days advance written notice.
- (e) Price: must remain firm and fixed for the duration of the contract term or agreed upon renewal options. Respondent will only be paid for services actually provided.

4.12 Oral Presentations: As part of the selection process, Respondent(s) may be asked to make oral presentations. If an oral presentation is requested, the Respondent(s) may be asked to elaborate on elements of their response and to demonstrate their understanding of the Community First request. The process of evaluating the proposals and conducting any subsequent interviews may extend, at a minimum, one month following the solicitation deadline.

This solicitation or request to make an oral presentation shall not obligate Community First to accept or contract for any services whatsoever. Community First reserves the right to request additional information or material deemed necessary to assist in the selection process and to modify or alter any or all of the requirements herein. In the event of a modification, all Respondent(s) who submit responses will be given an opportunity to modify their responses in the specific areas affected.

4.13 Certificate of Interested Parties: Community First requires Respondent to submit a disclosure of interested parties to Community First at the time the business entity submits

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the signed contract to the Community First. **Submittal of a false or incomplete disclosure will be grounds for immediate termination**

- 4.14 Community First's Accreditation by the National Committee for Quality Assurance (NCQA).** If applicable, the awarded Respondent agrees to review and shall review all information available to it concerning NCQA's accreditation of Community First. Respondent and its personnel shall perform the work in strict compliance with NCQA Accreditation Standards, and any other standards of NCQA that are or become applicable to the Project. If the Respondent determines either that the Project Coordinator or any other service provider is unaware of information concerning NCQA provided by the Respondent or that any of them is acting in violation of NCQA standards, then Respondent shall notify or otherwise report such violation to Owner. Under no circumstances shall Respondent actively or passively cause, or knowingly permit others to cause Owner to be in violation of NCQA standards. The awarded vendor shall submit performance improvement results to Community First at least four (4) times a year or as directed by Community First's calendar and using Community First's standard reporting format. The vendor shall maintain all conditions set out by any regulatory body overseeing nutritional services, including, but not limited to NCQA, Texas Department of Health and Human Services, Texas Department of Insurance and Texas State Codes.

5. SOLICITATION INSTRUCTIONS

- 5.1 Pre-Submittal Conference:** Unless otherwise advised by Community First, no pre-submittal conference will be held.
- 5.2 Vendor Questions:** Vendor's questions regarding any aspect of this solicitation shall be submitted to the Community First Creative Services Director, via the following e-mail address: RFPRresponse@cfhp.com
- 5.3 Responses:** Respondents are invited to submit proposals (one marked ORIGINAL) and Two (2) copies for this project. ***Respondents may be required to submit two (2) separate flash drive(s) (thumb drive).*** The Respondent shall print or type his or her name and manually sign the Solicitation, Offer, Acceptance, and Award and Schedule (if applicable). Contact should be made through the Community First Contact Provided. **NOTE: Electronic submissions are permitted at this time (in lieu of paper submissions).**

Proposals for this Community First request for proposal will be received at the following location:

**Community First Health Plans
Ana Vela, Creative Services Director
12238 Silicon Drive, Suite 100
San Antonio, TX 78229**

For Electronic Submissions:

RFPRresponse@cfhp.com

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- TAB 1 – Signed Solicitation and Amendments**
- TAB 2 – Community First Health Plans Standard Terms and Conditions**
- TAB 3 – Project Team and Subcontracting and Good Faith Effort Plan**
- TAB 4 – Pricing**
- TAB 5 – Statement of Interest and Qualifications**
- TAB 6 – Other Requirements**
- TAB 7 – Evaluation Criteria**

Company Name: _____

TAB 1
Signed Solicitation and Amendment(s)

Include in this Tab a complete copy of the solicitation, to include:

- A signed copy of the solicitation cover page;
- All pages of the solicitation with company name inserted at the footer where indicated;
- Any Amendment(s) released by Community First.

Company Name: _____

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TAB 2
Community First Health Plans, Inc. (Community First)
Standard Terms and Conditions

Attach a signed copy of Community First's Standard Terms and Conditions include herein.

Precedence of the Community First's Standard Terms and Conditions: The contract resulting from this procurement shall consist of the specification included herein, Community First's Standard Terms and Conditions, any amendment(s) to this solicitation, the Respondent's proposal, and the Community First's Contract Term Sheet. **In the event of a conflict between the provisions of this solicitation, including any amendments to this solicitation, and the Respondent's proposal, the solicitation and/or the Community First's Standard Terms and Conditions shall govern.**

NOTE THE FOLLOWING REGARDING COMMUNITY FIRST HEALTH PLAN'S STANDARD TERMS AND CONDITIONS:

In submitting a response, the Respondent will be deemed to have agreed to each clause of the solicitation and the Community First's Standard Purchase Terms and Conditions unless the vendor's response clearly identifies an objection, sets forth the basis for the objection, and provides substitute language addressing the Respondent's concerns.

If a company is taking exception to the Community First's Standard Terms and Conditions, the company must submit with the response the proposed exceptions. Any sections that are not applicable indicate so by placing "N/A" beside the appropriate section. Any other revisions to the Community First's terms and conditions will have to be approved by the Community First. However, if a company presents what is considered excessive exceptions or additions to Community First's Standard Terms and Conditions as deemed unacceptable or not in the best interest to Community First, Community First reserves the right to consider the proposer non-responsive and therefore will be removed from consideration.

Company Name: _____

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TAB 3

Subcontracting and Good Faith Effort Plan

SUBCONTRACTING: Please indicate how much and of which discipline(s) you intend to subcontract to another firm. If your firm intends to perform the services for all listed disciplines, then provide a statement to that effect. If you intend to subcontract any discipline, then provide the information for the subcontracting firm as part of your submittal package. Community First reserves the right to accept or decline any subcontracted firms. The respondent is required to submit a Good Faith Effort Plan form and all Small, Minority, Women and Veteran Owned Business Enterprises (SMWVBE) certification certificates for the respondent or their subcontractors as part of the submittal package. Respondent and/or their agents may contact the Supplier Diversity for assistance or clarification with issues specifically related to the SMWVBE Program policy and/or completion of the Good Faith Effort Plan form at the end of this solicitation. The Good Faith Effort Plan form is attached to the end of this document.

As a recognized leader in managed care, Community First is committed to Supplier Diversity. Community First will make every effort to ensure that Diverse Vendors such as Small, Minority, Women, and Veteran Owned Business Enterprises (SMWVBE) are provided the maximum practicable opportunity to participate as a supplier, vendor, or Respondent for products and/or services provided to the Community First. **No unlawful discrimination will be made against vendors or Respondents, because of race, color, religion, sex, age, national origin, physical disability/handicap, or mental disability/handicap.**

Company Name: _____

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Good Faith Effort Plan for Prime Vendors

Name and Number of Proposal: _____

SECTION I – CONTACT INFORMATION

Respondent Information: _____

Name of Business: _____

Address: _____

City: _____ State: _____ Zip: _____

Contact Person: _____ Telephone: _____

Email Address: _____ Fax: _____

Is your firm certified? Yes No If Yes, which certifying agency?: _____

Type of Certification (*check all that are applicable and provide a copy of the certificate*)

_SBE
 _WBE
 _MBE
 _DIBE
 _VBE
 _HUB

SECTION II – UTILIZED SMWVBE VENDORS

List all subcontractor/suppliers that will be utilized on this project. Respondents will be required to provide reports of the actual payments to all subcontractor which will be used for SMVBE participation tracking purposes.

Name & Address of Company	Scope of Work to be performed or supplied	Estimated Total Contract Amount (\$)	Certification Type (SBE, WBE, MBE, ETC.)

Company Name: _____

SECTION III – GOOD FAITH EFFORT

A. List all the firms you contacted with the subcontracting opportunities for this project that will not be utilized for the contract. Written notices to firms contacted by the respondent for the specific scopes of work identified for those opportunities must be provide not less than **5 business days prior to the proposal due date. Please submit copies of the written notices to all firms contacted with this document.**

Name & Address of Company	Scope of Work to be performed or supplied	Date Written Notice was Sent	Certification Type (SBE,WBE, MBE, ETC.)

B. Did you contact any trade organizations/minority organizations to advertise the subcontracting opportunity? If so, please list which organizations:

C. Please list any additional outreach activities or advertising done for this project:

Company Name: _____

SECTION IV: AFFIRMATION

I hereby affirm that the above information is true and complete to the best of my knowledge. I further understand and agree that this document shall be attached and submitted with my proposal; making this a binding part of the contract.

Name: _____

Title: _____

Signature: _____ **Date:** _____

For assistance or questions, please contact the Compliance Office at:

Community First_Regulatory@cfhp.com

Company Name: _____

TAB 4

Pricing

Respondents must outline all pricing and applicable fees, to include required travel. Pricing submission must be clear and comprehensive based on the Scope of Work requested in this solicitation bid. Respondent must all clearly state under what conditions additional costs could occur during completion of the scope of work.

Please provide a detailed pricing plan that includes, at a minimum, the following elements:

1. Pricing methodology and structure (e.g., time and materials, fixed price or per user, milestones, etc.), including any expenses. Indicate milestones/key deliverables and all associated costs.
2. Provide details on any special or add-on fees and description of when these fees apply, to include customization, ad hoc reports and all other related costs.
3. What is the fee for setup/implementation/storage?
4. What is the term for your standard contract?
5. In the instance where milestone/deliverable is not met, who is financially responsible for additional time needed to achieve the milestone/deliverable?
6. Explain costs associated when updates are needed as a priority.
7. Clearly outline what performance guarantees will be in place during the implementation process and post go-live.
8. Clearly outline training cost and allotted hours to Community First staff.
9. Are there any third-party fees Community First should expect to pay for services? If so, please explain.
10. Provide the percentage of cost associated with contract renewal terms beyond the initial term of the standard contract.

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TAB 5
Statement of Interest & Qualifications

Statement of Interest:

Provide a brief history of the firm, information about principals, the services offered, the number and type of professionals and other staff members (Respondent firm only), business volume and applicable experience over the past five years.

Please provide information about your organization including, but not limited to, the following:

1. A brief history of the organization
2. Key attributes that distinguish the organization
3. Information about the services offered
4. History of work with Medicaid and Medicare payer health plans in the State of Texas
5. Three (3) references
6. Organization chart (please include the Project Manager for this scope of work and next level for escalation of issues that may arise)
7. Historically Underutilized Business (HUB) certification if applicable

Qualifications:

Provide details in your submission that demonstrates qualifications to perform the services as outlined in this solicitation bid. Discussion of proposer's qualifications, including Firm's:

1. Organizational structure (e.g., corporation, partnership, etc.)
2. Number of years in business
3. Scope of services available
4. Relevant background and experience with Public Agencies, Health Care organizations, non-profits, attestation that Respondent has not been sanctioned or excluded from participation by HHSC and/or CMS, etc.

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5. Certifications and/or Assessments for internal controls. List certifications received (i.e., SOC I and SOC II). How often does the Respondent engage in the process? When is the last period Respondent was audited and achieved certification?
6. Provide NCQA Accreditation.
7. Copies of the Bidder's most current financial statements.

Respondent Background:

Please provide information about the qualifications of your organization that will meet Community First's needs including, but not limited to, the following:

1. General history and experience performing services for payer clients. Include specific information concerning the location of headquarters and branch offices that will be providing services and the number of years providing services.
2. Any history of performance, corrective action plans or litigations.
3. List of any best practices related to the business, implementations, and transition planning.
4. Services provided/conducted offshore (**NOTE: Community First will not contract or accept any offshore services**). Are any relevant services conducted or sub-contracted to off-shore operations?
5. Provide a description of the methodology the Bidder will use to meet the Scope of Work (Scope of Work) requirements.
6. Include a staffing plan, identify any key personnel who will be assigned to the project, and describe how staff continuity will be provided.
7. Identify any assumptions or variables that may impact the scope, schedules or pricing.
8. Provide a comprehensive quality control plan Bidder will use to ensure the required services are provided as specified in the Scope of Work.
9. Give a brief description of any acquisitions, mergers, or divestitures that your company has been involved in over the past 5 years, and how (if) these may affect future product releases, upgrades, etc.
10. How many clients are operating on the system you are proposing?

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11. Provide historical data on traffic/usage to your platform solution(s).
12. Explain any usage outages/crashes to portal (if so explain reasons for occurrence and time it took to correct)?
13. How long has the system(s) been installed at other client locations?
14. Provide visual presentation of platform screens and/or navigation that illustrates:
 - Member Engagement Platform Home Page (Desktop & Mobile App)
 - SMS Messaging Options
 - Member Data Storage and Segmentation Options
 - Access to Member's Health Benefit Information (Desktop & Mobile App), such as:
 - Provider visits
 - Vaccinations
 - Prescription Drugs
 - Lab Results
 - Service Plans and ISPs
 - Features to Allow Members to (Desktop & Mobile App):
 - Search for Providers
 - Request a PCP
 - Update their security profile, including modifications to demographics and reset of application password.
 - Language Toggle for Members to view content in English or Spanish
 - Options for Additional Communication Channels such as Email, MMS, etc. (if Applicable)
 - Member Engagement Options such as Rewards, Surveys, NCQA-Certified Health Risk Assessments (HRAs), Health Education, Appointment Reminders, etc. (if Applicable)

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TAB 6 Other Requirements

All bids **must** include detailed submissions and respond to the following:

Answer the following questions relative to the solutions being proposed to Community First. Each Column should be an aggregate up to the year identified.

Bidder Information		2022	2021	2020
1.	Total active members supported			
2.	Total active providers supported			
3.	Total number of active clients			
4.	Total active Texas clients			
5.	Total active Texas members			
6.	Total active Texas providers			
7.	Total clients with Medicaid business			
8.	Total active Medicaid members			
9.	Total clients with Medicare business			
10.	Total active Medicare members			
11.	Total clients with Dual Eligible business			
12.	Total active lives for Dual Eligible business			
13.	Total clients with Commercial business			
14.	Total active lives with Commercial businesses			
15.	Total dollars spent on Research and Development each year for the product being considered by Community First			
16.	Total dollars spent on Research and Development each year as a percentage of overall annual budget			
17.	Total number of full-time employees			
18.	Total number of contract employees			
19.	Lost Accounts – List all contracts for the services provided in this Proposal that your company had lost or terminated for any reason since product has been on the market. <ul style="list-style-type: none"> • Contact name and phone number • Company name • Address • Contract starting date and length • Description of service • Reason for termination 			

Company Name: _____

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20.	How many clients are currently in implementation?			
21.	How many clients use the system to meet accreditation standards?			

Financial Statement:

Provide a financial statement for your most recent fiscal period for your operating unit and the parent corporation (if applicable). Include a complete set of audited financial statements for the previous three (3) years and a complete set of unaudited financial statements for the current year. In addition to the financial statement, please provide a bank reference. Also, provide the latest audited financial report of all sub-contractors, joint venture partners, etc., who will provide service under this contract.

Quality Credentials:

Please provide the auditing standard for internal controls in your company. Are your auditing controls certified by Statement on Auditing Standards No. 70 (SAS 70), Statement on Standards for Attestation Engagements No. 16 (SSAE 16) or any other quality certification? Has your company received any quality awards? If so, please describe below.

Company Name: _____

Implementation Strategy:

Please provide the Implementation Strategy of your company’s implementation process and describe your implementation history and experience. Please provide all information as accurately as possible (Questions 1–39).

Implementation Strategy Item		Bidder Response
1.	Describe your implementation approach: <ul style="list-style-type: none"> • Project Planning • Describe the Various Phases • Estimated Time to Accomplish • Resource Involvement (vendor/client) 	
2.	Describe your transition plan for clients that have existing secure portals?	
3.	Who does the majority of configuration (client/vendor/3 rd party)?	
4.	Describe the major areas requiring configuration/enhancement/customization.	
5.	What is the policy for gaps found during implementation?	
6.	Is there a dedicated project manager and implementation team?	
7.	Is there a separate Implementation Contract?	
8.	Are you able to create custom pages for each Community First line of business? In general, what can and cannot be customized?	
9.	If there is a data conversion required, are there utilities to assist with the conversion process?	
10.	What is a realistic implementation timeline for Community First’s scope of work?	
11.	Describe your resource pool, shared, or dedicated, and level of experience. Are they employed by your company, or are they external Respondents?	
12.	Are resources onshore, offshore, or near- shore? Please describe in detail.	
13.	Indicate business requirement process, flows, tools used to identify client needs.	

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14.	Indicate requirements/process/tools (i.e., automated conversion programs) to merge and cleanse data prior to conversion.	
15.	What is your experience and approach in assisting your clients in the design process? How do you gather user experience feedback to improve design?	
16.	Indicate the availability of documentation (i.e., data dictionary, business rules, business processes) to supplement the implementation process.	
17.	Do you allocate one project manager per individual product functionality?	
18.	Do you assign dedicated resources for configuration assistance, please describe?	
19.	Do you have separate implementation teams per release?	
20.	Indicate your policy or procedure for dealing with performance issues on behalf of the vendor implementation team. Provide problem escalation process.	
21.	Describe how you will communicate with Community First about the implementation project. Indicate frequency of reporting and contents of reports. How are implementation issues tracked, reported, and resolved?	
22.	Is the version of the software that is implemented a standard version?	
23.	How many active implementations are currently underway with other clients? What is your capacity to take on new clients?	
24.	How many implementations do you expect to a) start and b) be active at the time Community First expects to begin implementation?	
25.	What is your process to ensure a smooth implementation?	
26.	How do you ensure there are sufficient and appropriate resources allocated by your team to meet timeline objectives?	
27.	How do you set expectations to ensure there are sufficient and appropriate resources allocated by your clients to meet timeline objectives?	

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28.	How many implementations were started and then terminated? If any, can you explain why?	
29.	How soon can we expect to begin the implementation?	
30.	Please describe your testing environments and beta testing capabilities.	
31.	How much time/resources will be allocated to testing before changes go into production?	
32.	Is there a workflow that includes testing for major changes?	
33.	What is the timeliness or turnaround time in implementing content updates?	
34.	What is the timeliness or turnaround time in implementing major or minor changes?	
35.	Have you had any experience integrating your web solution with EMRs? If so, which EMRs?	
36.	Have you had any experience integrating your web solution with appointment scheduling solutions? If so, which ones?	
37.	If changes or modifications are required during the implementation project plan who is responsible for additional costs?	
38.	If agreed upon target implementation go-live date is not met what concessions are made to Community First?	
39.	Have you had any experience integrating your web solution with interactive tools which collect electronic approvals and signature from members and providers, for a member's service plan?	

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Enhancement Strategy:

Please provide the Enhancement Strategy of your company’s implementation process. Please provide all information as accurately as possible (Questions 1–15).

Enhancement Strategy Item		Bidder Response
1.	Describe your enhancement approach: <ul style="list-style-type: none"> • Project Planning • Describe the Various Phases • Estimated Time to Accomplish • Resource Involvement (vendor/client) 	
2.	Do you provide clients with final sign-off to approve enhancement design and acceptance?	
3.	What documentation is typically included in the enhancement process?	
4.	Please describe your requirements gathering process, documents or tools uses, etc.	
5.	Who does the majority of the requirements gathering (client/vendor/3 rd . party)?	
6.	What is the policy for functionality gaps found during implementation of enhancements?	
7.	Are there a dedicated project manager and team for enhancements?	
8.	Is there a separate contract for each enhancement?	
9.	Are there utilities to assist with versioning?	
10.	Describe your resource pool, shared or dedicated, and level of experience.	
11.	Indicate your policy or procedure for dealing with performance issues on behalf of implementing enhancements. Provide problem escalation process and resolution steps.	
12.	For how many of your existing clients do you manage all their enhancements?	
13.	Do you maintain one version of code or does each client potentially have its own version. If multiple versions exist, please describe your process for keeping them organized.	
14.	If you maintain one version of code, are all	

Company Name: _____

	enhancements rolled out to all clients? Is there a way to protect certain functionality?	
15.	Do you support all state and federal mandates that your clients are required to meet? Are these paid enhancements or included in support and maintenance? Would you be willing to contractually support meeting these requirements?	

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Campaign Management Enhanced Functionality:

User Functionality: (Questions 1–4)

Functionality Item		Bidder Response
1.	Please describe your super-user functionality in-house management of campaigns.	
2.	How do you manage validation of data from Community First databases to accurately reach Members?	
3.	Please describe any future forecasted innovation you have planned.	
4.	Please describe permission features for Members to view dependent health information.	

User Training: (Questions 1–14)

Training Item		Bidder Response
1.	Describe your training approach.	
2.	Please describe the following of any training programs you make available <ul style="list-style-type: none"> • Module or Application Name • Description • Recommended Attendees • Length of Course • Location • Included in Base Price (Attach your existing course catalog, if all pertinent information is described)	
3.	Please provide sample training documents referenced above.	
4.	Do you provide customized training documentation?	
5.	Indicate any specific requirements for training facilities or equipment.	

Company Name: _____

6.	Can you provide on-site and/or virtual training? If so, describe the types of trainings, number of sessions and number of participants.	
7.	List any training tools or products used.	
8.	What third-party or technology-specific training will be required?	
9.	Indicate the estimated number of training hours needed for each level of training, i.e. administrators, advanced, beginning, etc.	
10.	Indicate availability of online training documents and/or eLearning modules along with cost.	
11.	Do you provide training specifically for system administrators?	
12.	Describe the methodology used to provide ongoing training for system upgrades.	
13.	How frequently will you update instructor-led trainings and eLearning modules?	
14.	Describe your process for ensuring competency after each training session. How will you ensure staff is proficient after each session? Please describe any follow-up that will be provided.	

Company Name: _____

Technical Requirements:

This section is divided into three (3) categories: Architecture/Operations, Software and Security. Please provide all relevant information as accurately as possible. Base your requirements on the background information provided in previous sections. If multiple operating systems are supported, please provide the appropriate hardware information for each operating system.

Architectural/Operations: (Questions 1–21)

Architecture/Operations Item		Bidder Response
1.	What architecture models are available (hosted, non-hosted, other)? For all of the items below, please be specific as to which model is applicable.	
2.	Server Requirements <ul style="list-style-type: none"> • Number of Servers • Disk Storage • Memory • CPU • Supported OS • Supported Databases • Supported Application Servers • Other Configuration Needs 	
3.	Client Requirements <ul style="list-style-type: none"> • Physical Disk • Memory • CPU • Monitor resolution • Supported OS • Supported databases (SQL, Oracle, etc.) • Data Connectivity Process • Other Configuration Needs 	
4.	Are the client applications browser- based, fat-client or other? Please describe.	
5.	If client is browser-based, is there a particular browser required (Internet Explorer, Edge, Chrome, FireFox, etc.)? List all browser versions supported and not supported.	
6.	What data transfer protocols do you support?	
7.	What oversight and monitoring tools are built into the product?	

Company Name: _____

8.	What different hardware platforms has the product been benchmarked on, and what are those benchmarks for performance-based measures?	
9.	Describe backup procedures and backup requirements in the proposed system.	
10.	Please describe your disaster recovery and business continuity strategy.	
11.	Describe the process for archiving historical data.	
12.	<p>Please provide an architectural diagram of your system. Additionally, provide a summary, if available, of:</p> <ul style="list-style-type: none"> • Application Architecture • Database Management/Data Warehouse • Workstations and Peripherals • E-commerce/Web Integration • Performance and Scalability • Imaging • Workflow/Document Management • Middleware/Interfaces • Network Management 	
13.	Describe procedures for software upgrade installation on server and client.	
14.	Please address system capability of allowing remote access/processing from Community First client locations.	
15.	Provide information on the maximum capacity of the proposed application without changing/upgrading the Central Processing Units.	
16.	Address any scalability limitations/issues given Community First current Covered Lives size and processing requirements.	
17.	Is the User Interface consistent across all system components and applications? (i.e., consistent screen design and navigation, commonality between web and internal interfaces, etc.).	
18.	How well integrated are system components in terms of data sharing across major functional units of the organization?	
19.	<p>Identify any current or future relationships with third-party vendors or business partners to fulfill the requirements outlined in this RFP. Please provide:</p> <ul style="list-style-type: none"> • Nature of relationship 	

Company Name: _____

	<ul style="list-style-type: none"> • Length of relationship • Technologies developed jointly or shared • Future plans for collaborative, design, development and implementations. 	
20.	Please describe your software development cycle and change control process. Also include any details on your typical/average development cycle time and any phases involved.	
21.	Please describe your QA process both internally and with any 'early adopters' or test cycle process.	

Company Name: _____

Software Requirements: (Questions 1–26)

Software Item		Bidder Response
1.	Describe your method for identifying and resolving duplicate records.	
2.	List and explain your ability to interface with third-party applications.	
3.	Can users be on-line at the same times as batch processing without a degradation of system performance? If so, how many?	
4.	What processes are run in batch mode vs. real time?	
5.	How record/data changes are processed (transactional, direct with record locking, table locking, etc.)? How does the system resolve data conflicts?	
6.	Are source code or APIs available, please describe?	
7.	Describe ability to navigate directly to any screen or menu in the system by a single command from anywhere in the system.	
8.	Does application run in a GUI environment? If so, does application require additional software such as a terminal emulator to operate in a GUI environment?	
9.	Do you include user documentation for: <ul style="list-style-type: none"> • Standard reports • Application screens and field requirements 	
10.	Do you include technical documentation for: <ul style="list-style-type: none"> • Data element dictionary • Narrative for each function and element • Record and file specifications • All process operating instructions • Naming conventions and programming standards 	
11.	Does system provide screen level and/or field level online help?	
12.	Provide a breakdown of all programming languages used.	

Company Name: _____

13.	Explain how your system allows the maintenance and retrieval of historical information.	
14.	Explain what information in your system is stored with effective and termination dates.	
15.	Explain your system's approach to error and audit reporting.	
16.	Explain your system's ability to extract information for internal and external needs, being able to select any combination of fields, for changing demands of our clients as well as changing information needs from downstream systems as they are being changed or replaced.	
17.	Explain your system's capability for data reporting and extracting data. Is there an on-line reporting tool that you recommend for use with your system? Can all existing reports be easily downloaded for configuration of the report data? Does your system have the ability to store and track historical data for trending and forecasting? Explain your system's capability for ad-hoc (custom) reporting. Is this a proprietary technology? Describe if/how existing reports can be customized by the client.	
18.	How are changes to reports (canned or custom) handled?	
19.	Does your system provide the ability to make mass changes to common data elements, such as telephone area code changes? Explain.	
20.	How are SQL (or other programming) commands fed to the system for the systems administrators to perform mass updates?	
21.	Describe what standard system-generated documents you provide. Example: Letters, labels, welcome packets, etc.	
22.	Explain the capability of exporting and/or importing the provider database data easily to other systems.	
23.	How do the systems administrators access and modify data at the table/record/field levels? Will the system allow connections	

Company Name: _____

	through some type of API?	
24.	How are record adds/changes/deletes identified so differential updates can be performed to a data warehouse?	
25.	Is your system modular? How are the individual modules integrated to function with each other? Is there a single sign-on for all modules?	
26.	How does your user interface design facilitate task workflow and completion?	

Company Name: _____

Security: (Questions 1–29)

	Security	Bidder Response
	A. Password controls	
1.	Does the planned implementation of the system leverage Community First’s directory structures for authorization and authentication?	
2.	Does the system enforce: specified minimum length password (i.e. at least 8 characters)? Please describe.	
3.	Does the system enforce user passwords to have 3 out of 4 types: numbers, upper case, lower case and special characters? Please describe.	
4.	System enforced: user passwords are changed at least every 180 days.	
5.	Does the system disable User IDs after 5-10 consecutive invalid login attempts? Please describe.	
	B. Security Administration	
6.	Who administers the security on the system – Vendor or Community First? What is the process?	
7.	System allows for patching and updating of platform technologies immediately upon patch issuance (e.g. MS Security Updates).	
8.	System automatically logs users off after a specified period of inactivity. Is this period configurable? Please describe.	
9.	System provides the capability to place security controls on each system module and on confidential and critical levels within each module.	
10.	System provides capability to restrict access to particular records within the system, based on user ID.	
11.	System provides secure database communication (e.g. ODBC over SSL, web services, etc.).	
12.	System physically separates application and database layers.	
13.	Security features comply with applicable federal regulations (HIPAA) for data integrity, confidentiality, auditing, and availability.	
14.	When and how often is system maintenance performed? Explain this process and if there is any messaging to the member or provider? How long is the system down?	

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	C. Activity Logging	
15.	System logs access attempts and successful logins by date, time and user ID.	
16.	System maintains an audit trail of administration and maintenance performed by date, time, and user ID.	
17.	System logs all user access to patient information.	
18.	System report writing utility authenticates users and establishes rights based on user role or status.	
19.	Report writing can limit access to specific tables and data elements for different types of users.	
	D. Networking and Compatibilities	
20.	Does the system store restricted information on client? If yes, are there capabilities to ensure security of client data.	
21.	System supports secure transmission of data to external parties or sites.	
22.	The system is compatible with?	
23.	What file formats do you accept when exchanging data (JSON, flat, etc.)?	
24.	If licensing is required, how is it tracked, updated, assigned, released and administered? This question is N/A if you have an unlimited user license model.	
	E. Bidder Actions	
25.	There is a process for testing security and performance of proposed and likely interfaces. Please describe.	
26.	Bidder will notify Community First promptly upon becoming aware of system security vulnerabilities.	
27.	When administering systems, personnel from Bidder will follow Community First privacy and security policies.	
28.	When administering systems, Bidder actively monitors system and will notify Community First promptly of potential security incidents.	
29.	When administering systems, Bidder maintains access, maintenance and security audit logs for a reasonable time and will make those available to Community First upon request.	

Company Name: _____

Support: (Questions 1–38)

Support Item		Bidder Response
1.	Describe your level of support during implementation and post live. How long after go-live are clients moved to full- time support?	
2.	Where are your help desks/support centers located? What hours do they maintain? How do you handle off-hour or critical requests? Do you support client time zone?	
3.	How many of your support personnel are onshore? (Offshore is not eligible for this Scope of Work.)	
4.	Describe your support policy for clients. <ul style="list-style-type: none"> • Is there a hot-line? • Is there a dedicated account manager or team? • How are calls tracked and prioritized? • How/who determines if an issue is resolved? • How do you identify a fix, vs. enhancements? 	
5.	How many support personnel do you employ? Do they specialize by module? If so, provide breakout by module.	
6.	Describe levels of expertise within your support organization (e.g. Level 1–Triage, Level 2–Subject Matter Expert, etc.).	
7.	What is the staff turnover rate in your support department?	
8.	Are defects or bugs communicated to all clients? If so, how? How are bug fixes implemented? How is the priority determined?	
9.	Will you rewrite code if a bug prevents us from operating your software?	
10.	How quickly do you engineer your software to run on new system products (e.g. Windows, SQL Server, etc.)?	
11.	What is your ability to provide remote technical support and troubleshooting (e.g. dial-in access)?	
12.	Describe how remote system access may be handled by users, and any recommended 3 rd party tools to accomplish it (i.e., Citrix).	
13.	Do you have any recommended approaches to back-up and disaster recovery?	
14.	Is there a user group? What is its purpose? How often	

Company Name: _____

	does the group meet? Are there subgroups or subcommittees to address specific items?	
15.	Is there a mechanism to facilitate client communication?	
16.	Is there a knowledge base for known issues?	
17.	Are there performance guarantees or service level agreements for any of the following? <ul style="list-style-type: none"> • Software Delivery • Acceptance Testing • Response-time (on-line) • Response-time (batch) • Response time for vendor service calls • Downtimes • Software updates • Documentation updates 	
18.	How long are previous releases supported?	
19.	What has been your software release schedule over the last three years? When is the next scheduled release?	
20.	What criteria determine the need for a new release?	
21.	How are enhancements incorporated? Do all clients get all enhancements or are there custom releases? Is the product fully regression tested?	
22.	What are the rates for support services beyond standard support (i.e. weekend, evenings, on-call, etc.)?	
23.	What are the rates for custom product enhancements?	
24.	Do you charge for product enhancements that go into your core product?	
25.	What are the rates to retro-fit prior custom enhancements into new releases?	
26.	Describe your problem resolution/escalation process relative to 3 rd party integrated products. Is your support resolution external or outsourced?	
27.	Are there areas of support outside the standard contract that are billable? Please describe.	
28.	Indicate whether you have an on-line system in place to track new and incoming calls from customers, as well as keeping a history of all support calls.	
29.	Do you have a mechanism in place to track response times of incoming calls from customers, by individual client and by product?	
30.	Do you have any web-based tools to allow clients	

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	track/monitor their own support calls?	
31.	Do you have ability to report statistics on response and resolution time?	
32.	Do you solicit feedback concerning your help desk, training and maintenance services as well as an overall evaluation of services and products provided to customers? If so, include a copy of the results of any survey.	
33.	Is there an automated mechanism to submit enhancement recommendations throughout the year?	
34.	How are software warranties affected by software modifications?	
35.	How many releases are supported at a given time? How frequently are major releases (with database changes and new functionality) put out? What is the policy around maintenance releases (i.e. frequency, do they contain new functionality or just bug fixes, etc.)?	
36.	Please include customer service statistics including response time for call center, off-hour and critical inquiries over the last 2 years.	
37.	Do you have any current client testimony you can share regarding your customer service?	
38.	Do you conduct regular customer service surveys? If so, how frequent? What do you do with this data and is it published to clients?	

Company Name: _____

Regulatory Requirements:

Please describe how your organization and application assist your clients with meeting regulatory requirements.

Regulatory: (Questions 1–7)

Regulatory Requirements		Bidder Response
1.	How does your system help your clients meet and/or maintain NCQA requirements?	
2.	How does your system help your clients meet CMS and other Federal regulatory requirements?	
3.	How does your system help your clients meet state mandated (Medicaid/Medicare/ Commercial and Exchange) requirements?	
4.	How do you ensure your solution meets all HIPAA PHI requirements?	
5.	Do you have user group committees to address regulatory compliance?	
6.	Are you SOC 2 compliant and can you provide an annual report from an outside/independent auditor?	
7.	Does your platform allow Members to opt-in and opt-out of text and email messages? If so, please describe the documentation and/or reporting that is available Community First if proof is requested to be provided by a regulatory agency?	

Company Name: _____

Access Features: (Questions 1–7)

Please describe the accessibility features of your application.

Access Features		Bidder Response
1.	Can users be segmented?	
2.	Does the platform support SSO abilities if connecting to other secured platforms if required?	
3.	Does your platform allow Members to view content in Spanish?	
4.	Will staff be able to imitate users to see content from their POV?	
5.	What kind of user roles are set up for Community First staff to access and manage content in the platform?	
6.	Does the mobile app allow Members to access their health information, such as: <ul style="list-style-type: none">• Provider visits• Vaccinations• Prescription drugs• Lab results• Service Plans and ISPs	
7.	Does the mobile app have features so Members have the ability to: <ul style="list-style-type: none">• Search for providers• Request a PCP• Update their security profile, including modifications to demographics and reset of application password	

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Marketing & Communication Features: (Questions 1–6)

Please describe the marketing and communication features of your application.

Communication Features		Bidder Response
1.	Describe the SMS features of your platform.	
2.	Describe the email features of your platform (answer N/A if not available).	
3.	Does the platform have pre-built health education and campaigns for our use? Do you offer content development services to assist Community First in creating health education and campaigns? If so, please explain and include if there are any additional fees.	
4.	Does the platform offer surveys for Members to fill out, such as Mock CAHPS Surveys, Custom Surveys, New Member Onboarding Surveys, etc.? If so, please explain.	
5.	Does the platform offer NCQA-Certified Health Risk Assessments (HRAs)? If so, please explain.	
6.	Describe the level of branding and tailoring available.	

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TAB 7

Evaluation

The selection of the Vendor will be based upon evaluation by Community First considering all appropriate factors and criteria (subjective and otherwise) as Community First may, at its sole discretion, deem relevant. In no event will Community First be limited to selecting a successful respondent based solely upon total vs. cost submissions. Community First RFP Bidders are to be evaluated on the following factors including, but not limited to:

- (a) Pricing
- (b) Quality of service
- (c) References/ Previous relevant experience
- (d) Bidders' willingness to accept the terms and conditions and Scope of Work requirements outlined by Community First. Community First retains the right to determine if Bidders' exceptions are material, singularly or in total, such that Community First may deem the Proposal non-responsive and not subject to further evaluation.

Additional evaluation criteria for this RFP includes:

- (e) Product functionality capable of meeting current and future Community First Requirements.
- (f) Bidder is stable and has demonstrated a successful history with clients similar to Community First.
- (g) Bidder can successfully demonstrate systems.
- (h) Bidder is more than a developer responding to client requests but can clearly communicate their vision and thought leadership for this market space.
- (i) Bidder can demonstrate case studies where their innovation has brought a measurable change to their clients' business.
- (j) Bidder's technologies used are stable, yet progressive, and are consistent with Community First's technology vision.
- (k) Bidder's organization is able to demonstrate substantial industry expertise in Medicaid, Medicare and Dual Eligible, Marketplace, and Commercial membership.
- (l) Bidder's organization is able to demonstrate system agility to meet changing market and/or regulatory requirement demands in a timely fashion. Define "timely" by submitting a project plan.
- (m) Bidder's resources are available and appropriate for anticipated project scope and support requirements.
- (n) Bidder's financial stability as indicated by submission of required financial statements.
- (o) Bidder's comprehensive description of company and solution(s).
- (p) Bidder's NCQA Accreditation.

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