



**March 5, 2019**

**NOTICE OF REQUEST FOR PROPOSALS**

**GENERAL CONDITIONS AND INSTRUCTIONS TO OFFERORS**

**For**

**SAP Billing and Disbursement Implementation  
Services**

**L. A. CARE HEALTH PLAN  
1055 West Seventh Street, 11th Floor  
Los Angeles, California 90017  
Main Phone: (213) 694-1250**

**KEY DATES**

**Issue RFP: 3/5/2019**

**Written Questions Due: 3/11/2019**

**Vendor Proposal Due: 3/29/2019**

## **1. ABOUT L.A. CARE**

L.A. Care's mission is to provide access to quality health care for Los Angeles County's vulnerable and low income communities and residents, and to support the safety net required to achieve that purpose.

As the nation's largest public health plan, L.A. Care is dedicated to helping Los Angeles County residents obtain health care for their families from doctors and other health care providers who understand and respect them. L.A. Care Health Plan is governed by 13 board members representing medical and health care professionals, as well as Medi-Cal consumers. L.A. Care is accountable to community stakeholders, not stockholders.

L.A. Care advances individual and community health through a variety of targeted activities including a Community Health Investment Fund that has awarded more than \$132 million throughout the years to support the safety net and expand health coverage. The patient-centered health plan has a robust system of consumer advisory groups, including the Regional Community Advisory Committees and the Executive Community Advisory Committee, health promoters, two Family Resource Centers that offer free health education and exercise classes to the community, and has made significant investments in Health Information Technology for the benefit of the more than 10,000 doctors and other health care professionals who serve L.A. Care members.

L.A. Care has approximately 2,000 employees, and projects \$8.0 Billion in Revenues for the 2018-19 Fiscal year.

### **Programs**

**Medi-Cal** – In addition to offering a direct Medi-Cal line of business, L.A. Care works with three subcontracted health plans to provide coverage to Medi-Cal members. These partners are Anthem Blue Cross, Care 1st Health Plan, and Kaiser Permanente. Since 2012, L.A. Care has enrolled more than 170,000 Seniors and Persons with Disabilities as members, and as of January 1, an additional 164,000 Healthy Way LA members transitioned to L.A. Care's Medi-Cal program. Medi-Cal beneficiaries represent a vast majority of L.A. Care members.

**L.A. Care Covered™** – As a state selected Qualified Health Plan, L.A. Care provides the opportunity for all members of a family to receive health coverage under one health plan in the Covered California state exchange.

**L.A. Care Cal MediConnect Plan**– L.A. Care Cal MediConnect Plan provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal.

**PASC-SEIU Homecare Workers Health Care Plan** – L.A. Care provides health coverage to Los Angeles County's In-Home Supportive Services (IHSS) workers, who enable our most vulnerable community members to remain safely in their homes by providing services such as meal preparation and personal care services.

## 2. PURPOSE

L.A. Care is issuing this Request for Proposals ("RFP") to solicit proposals for providing **SAP Billing and Disbursement Implementation Services**.

L.A. Care needs to implement and leverage the functionality of SAP Financial Services – Collections and Disbursements (FS-CD) specifically for:

- Premium billing and receivables for various lines of business.
- Claims and capitation disbursement management.

The scope is specifically to automate, enhance, and reengineer the current premium billing and receivables processes, which are currently performed by a third-party vendor while claims will continue to be adjudicated in L.A. Care current claims system Trizetto Health Claims Processing Product QNXT. The overall solution is expected to go-live by June 15, 2020.

Claims and Capitation Disbursements: L.A. Care utilizes Trizetto Health Claims Processing Product, QNXT, to process claims and capitation payments. All accounts payable functions and shared risk calculations related to claims payments issued from QNXT are performed manually and outside of L.A. Care's financial system Microsoft Dynamics (Solomon). Claims disbursements activities are recorded in Solomon at month-end for bank reconciliations and G/L postings.

L.A. Care plans to implement the FS-CD module and SAP related functions to manage all payments issued from QNXT and to mark all paid claims required for shared risk pools as well as calculating Cap-deducts.

Premium Billing: L.A. Care plans to utilize SAP to perform premium billing for the following lines of business:

- L.A. Care Covered™ (LACC)
- L.A. Care Covered Direct™ (LACCD)
- PASC-SEIU
- COBRA/CalCOBRA.

SAP FS-CD will integrate with L.A. Care's core systems to receive data on member enrollment, premium, Advance Premium Tax Credit (APTC) and other related subsidy information on a real-time basis. Premium billing processes and revenue update will occur within FS-CD and SAP ledgers. QNXT will receive updates from FS-CD regarding premium payments, grace periods and other information that may affect coverage and claims payment processes on a real-time basis.

The billing solution is to be compliant with the technical and business requirements of Covered California, which is a result of the Patient Protection and Affordable Care Act, Public Law 111-148 of 2010 and related regulations and guidance.

L.A. Care currently collects and processes premium payments from approximately 79,000 members from LACC, LACCD. For the 2019 plan year, L.A. Care will continue to be a QHP participating in Covered California. The new system will need to accommodate different types of payments from an estimated 79,000 members

across both the LACC (on-exchange product) and LACCD (off-exchange product), and accommodate membership growth.

The premium billing solution will need to be integrated or interfaced with L.A. Care's systems and other functions to accommodate various types of payments.

Claims and Capitation Disbursements: L.A. Care utilizes Trizetto Health Claims Processing Product, QNXT, to process claims and capitation payments. All accounts payable functions and shared risk calculations related to claims payments issued from QNXT are performed manually and outside of L.A. Care's financial system Microsoft Dynamics (Solomon). Claims disbursements activities are recorded in Solomon at month-end for bank reconciliations and G/L postings.

L.A. Care plans to implement the FS-CD module and SAP related functions to manage all payments issued from QNXT and to mark all paid claims required for shared risk pools as well as calculating Cap-deducts.

- FS-CD will integrate with the following systems and 3rd party Vendor:
  - QNXT – Claims and Capitation system
  - TPM – Provider MDM
  - PaySpan – Fulfillment for Claims and Capitation Disbursements
- The FS-CD and other SAP modules will be configured to have the following key functions and abilities:
  - Process the 835 file issued from QNXT for claims payments.
  - Sub-ledger information sweep into G/L based on demand or automated schedule.
  - FI/CO module should be set up to accommodate L.A. Care's Chart of Accounts, lines of business, P&L per line of business.
  - A/P (FI/CO) should be set up for payments outside of FS-CD.
  - Receivables should be set up for payment recoveries process

Interested Bidders may submit a proposal ("Proposal") containing the information requested in this RFP. L.A. Care will select one Bidder to be contracted at L.A. Care's discretion to perform the required services. The Bidder will provide services as set forth in Appendix A (Master Services Agreement) and Exhibit A-1 (Statement of Work) pursuant to a contract to be entered into with L.A. Care. L.A. Care is under no obligation to order any work pursuant to this RFP.

### **3. SOLICITATION TERMS AND CONDITIONS**

The following terms and conditions apply to the submission of proposals.

#### **3.1 Letter of Intent and W-9.**

The Letter of Intent ("LOI") and W-9 form are required prior to submission of an RFP response. The LOI and W-9 must be submitted to L.A. Care Health Plan no later

than **5:00 pm PST on Monday, March 11, 2019**. Please submit the signed LOI and W-9 via e-mail to:

Attention: Procurement Department  
Email Address: **RFP@lacare.org**

- (a) Letter of Intent (LOI) must contain the following:
  - i. Name of the vendor, address, and phone number.
  - ii. Name, address, phone and fax number, and e-mail address of the person responsible/contact for the RFP response.
  - iii. Brief description of the qualifications and experience of the vendor.
  - iv. The LOI may be in the form of an email as well as an attached letter.
- (b) W-9 must contain the following:
  - i. Attach a copy of your Company's W-9. The W-9 must be signed within the last 12 months.

3.2 Proposal timetable. The timetable for this RFP is as follows:

RFP TIMELINE	DEADLINE
RFP Release	03/05/2019
Letter of Intent, W-9 and Written Questions Due to L.A. Care	03/11/2019
Q&A Document Released to Vendors	03/15/2019
RFP Proposals Due by 5:00 pm PST (No Exceptions)	03/29/2019
Semi-finalist(s) Selected	04/05/2019
Semi-finalist Presentation(s)*	04/15 – 04/19/2019
Finalist Selected	04/26/2019

***\*NOTE: Please keep the following dates available on your calendar for potential on-site presentations, if selected as a Semi-finalist: April 15, 16, 17, 18, 19.***

**Preparation and submission of a Proposal by interested Bidders will be at no cost or obligation to L.A. Care. L.A. Care reserves the right to terminate its efforts to contract for said services without obligation. Proposals and other materials submitted will become the property of L.A. Care and will not be returned. Your proposal must not be marked proprietary or confidential. Please note that L.A. Care is subject to the California Public Records Act.**

3.3 Submission of proposals. Proposals shall be submitted to L.A. Care, as follows. An electronic copy\*\* shall be submitted to:

Attention: Procurement Department  
Email: **RFP@lacare.org**

***\*\*NOTE: Please do not email your proposal in a 3<sup>rd</sup> party secured email requiring separate log-in or sign-in. Please email proposal documents in one or more email attachments (as may be required due to file sizes) directly to RFP@lacare.org.***

***Each RFP document must be kept as separate documents/files with your RFP response. Do not combine forms/documents into one single pdf.***

- 3.4 Withdrawal of proposals. A Bidder may withdraw its proposal in writing on Bidder's letterhead or by email, signed by an authorized representative, to:

Attention: **Procurement Department**  
Email: **RFP@lacare.org**

The notice of withdrawal must be received by L.A. Care before the proposal due date listed below.

- 3.5 **Due date. Proposals are due by 5:00pm PST on March 29, 2019.**

- 3.6 Contact with L.A. Care personnel. All contact regarding this RFP or any matter relating thereto must be in writing and e-mailed to:

Attention: **Procurement Department**  
Email: **RFP@lacare.org**

If it is discovered that Bidder contacted and received information from any L.A. Care personnel, other than the person specified above, regarding this solicitation, L.A. Care, in its sole determination, may disqualify their proposal from further consideration.

- 3.7 Questions about this RFP. Bidders may submit written questions regarding this RFP by email to **RFP@lacare.org**. **All questions must be received by 5:00 pm PST on March 11, 2019.** All questions, without identifying the submitting company, may be compiled with the appropriate answers and issued as an amendment to the RFP. When submitting questions please use the form provided, "**Appendix F, Questions and Answers**" and specify the RFP section or document section number, paragraph number, and page number and quote the language that prompted the question. This will ensure that the subject of the question can be quickly found in the RFP. L.A. Care reserves the right to group similar questions when providing answers.
- 3.8 Amendment of RFP. L.A. Care retains the right to amend the RFP by a written amendment.
- 3.9 L.A. Care option to reject proposals. L.A. Care may, at its sole discretion, reject any or all proposals submitted in response to this RFP at any time, with or without cause. L.A. Care shall not be liable for any costs incurred by the Bidder in connection with the preparation and submission of any proposal. L.A. Care reserves the right to waive immaterial deviations in a submitted proposal.
- 3.10 Notice regarding the Public Records Act. By submitting a proposal, Bidder agrees to all of the following:
- (a) Proposals submitted in response to this solicitation shall become the exclusive property of L.A. Care, and Bidder grants L.A. Care the right to make unlimited copies of its proposal and any additional documents or communications submitted by Bidder.
  - (b) L.A. Care is a public agency, and as such, its records are subject to disclosure under the California Public Records Act ("CPRA"), Gov't Code Section 6250 et

seq. Proposals submitted in response to this solicitation are public records subject to disclosure to the public under the CPRA.

- (c) The CPRA grants L.A. Care the authority to withhold from the public all or part of a public record that is exempt from disclosure under the CPRA, and L.A. Care will exercise this authority in its sole and absolute discretion. L.A. Care shall not, in any way, be liable for any damages of any kind, whether under theory of contract, tort (including negligence), strict liability or otherwise, for the disclosure of a Bidder's proposal, communications about a Bidder's proposal, or any such related records or any parts thereof ("Bidder's records"). Each Bidder's sole remedy against L.A. Care is to seek injunctive relief prohibiting disclosure of Bidder's records.
- (d) In the event a Bidder believes parts of its proposal are protected from disclosure under the CPRA, Bidder shall (1) execute and submit with its proposal a **Joint Defense, Confidentiality and Reimbursement Agreement** ("Joint Defense Agreement"), which is attached as **Appendix B** to this RFP; and (2) submit a complete duplicate copy of its proposal as one electronic file in Adobe Acrobat PDF format, with those parts of its proposal which Bidder deems to be exempt from disclosure under the CPRA redacted using black-out ("redacted copy"). Do not omit any pages from the redacted copy.
- (e) **A Bidder may redact only those provisions of its proposal which are "Trade Secrets," or are otherwise exempt from disclosure under the CPRA.** "Trade Secrets" mean those trade secrets protected from disclosure pursuant to California Evidence Code 1060 et seq. and defined in California Civil Code Section 3426.1.
- (f) Bidder shall submit with its redacted proposal a separate letter detailing its basis for each redaction.
- (g) **A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of a CPRA exemption, and a Bidder who indiscriminately and without justification identifies most or all of its proposal as exempt from disclosure, or submits a redacted copy but fails to execute and submit a Joint Defense Agreement, shall be deemed non-responsive.**
- (h) After L.A. Care receives a Joint Defense Agreement executed by a Bidder along with that Bidder's redacted copy, L.A. Care will review the redacted copy for responsiveness, and if the redacted copy is responsive, L.A. Care will execute the Joint Defense Agreement and return a copy to the Bidder.

### 3.11 Conflicts of interest.

- (a) Conflicts of Interest. By submission of a proposal, Bidder warrants that no member of L.A. Care's Board of Governors or any officer, official, director, employee or consultant of L.A. Care whose position enables such member, officer, official, director, employee or consultant to influence L.A. Care's award or administration of an agreement in response to this solicitation or any competing agreement is currently or shall be employed in any capacity by the Bidder or shall have any direct or indirect financial interest in the selection of the successful Bidder

- (b) Additional Conflicts of Interest Requirements. Bidder understands that L.A. Care is a public agency and, as such, L.A. Care and its Board of Governors, officers, directors and employees are subject to various rules, laws and regulations relating to conflict of interests, gifts, honoraria and travel or other payments. Based on the nature of the services contemplated by the Proposal, Bidder and any Bidder personnel assigned to provide the services contemplated by the Proposal may be subject to additional conflicts of interest requirements. If applicable, the Proposal will identify the conflict of interest terms that apply and will identify the specific Bidder personnel subject to such conflict of interest terms, including the following additional requirements:
- (i) Bidder and specified Bidder personnel shall comply with all applicable federal, state, and local laws and regulations pertaining to conflicts of interest laws, including without limitation L.A. Care's Conflict of Interest Code, filing of Statement of Economic Interests (Form 700) (if applicable) and associated ethics training requirements ([AB 1234](#)), the California Political Reform Act (Government Code Section 81000 *et seq.*), Government Code Section 1090 *et seq.* and/or common law conflict of interest laws (collectively, the "**Conflicts of Interest Laws**").
  - (ii) During the term of the agreement contemplated by this Proposal, Bidder shall not perform any work for L.A. Care or any another person, entity or business, which would: (i) result in an actual or potential conflict of interest under the Conflict of Interest Laws; (ii) require Bidder to abstain from any decision under the proposed agreement subject to the Proposal or prospective services of Bidder and its affiliate companies pursuant to the Conflict of Interest Laws and/or (iii) violate the Conflict of Interests Laws. Bidder warrants that it is not now aware of any facts, which violate any of these provisions and the Conflict of Interest Laws.
  - (iii) Bidder understands that, if the proposed agreement contemplated by this Proposal is made in violation of Government Code Section 1090 *et seq.*, the entire proposed agreement shall be voidable and Bidder will not be entitled to any compensation for services performed pursuant to such agreement and Bidder will be required to reimburse L.A. Care any sums paid to Bidder. Bidder further understands that, in addition to the foregoing, Bidder may be subject to criminal prosecution for a violation of Government Code Section 1090.
- (c) Disclosure of Conflicts of Interest. If Bidder at any time becomes aware of any facts, which might reasonably be expected to either create a conflict of interest under the Conflict of Interest Laws or violate the provisions of these conflict of interest terms, Bidder shall immediately make full written disclosure of such acts to L.A. Care. Full written disclosure shall include, without limitation, identification of all persons, entities and businesses implicated and a complete description of all relevant circumstances. Bidder shall submit any disclosures required by these conflict of interest terms to **RFP@lacare.org**, with a copy to the attention of the General Counsel.



- 3.12 Validity of proposals. Proposals submitted in response to this solicitation must remain valid for a period of at least six (6) months (183) calendar days.
- 3.13 Contract terms and conditions. Any agreement awarded in response to this RFP shall be subject to the terms and conditions in Appendix A (Master Services Agreement). The Master Services Agreement included in this RFP is provided to assist the proposer in submitting a bid and is subject to material change prior to execution to ensure compliance with applicable laws, regulations, L.A. Care payor agreements and L.A. Care policies and procedures.
- 3.14 Compliance with HIPAA. Any agreement awarded in response to this RFP will require access to protected health information or individually identifiable information, as defined by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Title XIII of the American Recovery and Reinvestment Act of 2009 and regulations and guidance promulgated thereunder ("ARRA"), also known as the Health Information Technology for Economic and Clinical Health Act (the "HITECH Act"), and other privacy statutes or regulations. The access, use and disclosure of such information shall be governed by the Business Associate Addendum.
- 3.15 Proposal preparation costs. Any costs incurred while developing responses to this RFP are the sole responsibility of the Bidder.

#### 4. **PROPOSAL SUBMISSION REQUIREMENTS**

- 4.1 Submission of proposals. Bidders shall submit a proposal using the forms provided by L.A. Care and return an electronic copy of each section per submission instructions to:

**Attention: Procurement Department**

**Email: [RFP@lacare.org](mailto:RFP@lacare.org)**

**Subject: <BidderName>- SAP Billing and Disbursements Implementation Services RFP**

**RFP: Proposal**

**Due Date: March 29, 2019 5:00PM, PST**

***\*NOTE: Please do not email your proposal in a 3<sup>rd</sup> party secured email requiring separate log-in or sign-in. Please email proposal documents in one or more email attachments (as may be required due to file sizes) directly to [RFP@lacare.org](mailto:RFP@lacare.org).***

- 4.2 Proposal format. Proposals should be provided via email directly submitted to [RFP@lacare.org](mailto:RFP@lacare.org), in an electronic format using an application compatible with Microsoft Office products (i.e. Word, pdf, PowerPoint, Excel) and should not include any unnecessarily elaborate promotional material. Lengthy narrative is discouraged and presentations should be brief and concise.

\*Vendor shall submit its proposal using the forms provided by L.A. Care as noted in the table below. Please do not embed any ".pdf," ".jpeg," ".ppt," charts, pictures or other such items into the L.A. Care-provided templates, documents or forms for this proposal. Any additional information should be provided separately and labeled as

"Supplemental Information." **Failure to comply with proposal instructions may result in L.A. Care rejecting the submitted proposal.**

Vendor shall submit its proposal in the following format:

Section	Description
<b>Table of Contents</b>	
<b>Executive Summary</b>	<p>Summary of the contents of the Proposal to provide a broad understanding of the Bidder's approach, qualifications, experience, and staffing, and to include the following:</p> <ul style="list-style-type: none"> <li>• Provide a description of the methodology the Bidder will use to meet the <b>Statement of Work (SOW)</b> requirements listed in the <b>Exhibit A-1 of <u>Appendix A (Master Services Agreement)</u></b>.</li> <li>• Include a staffing plan, identify any key personnel who will be assigned to the project, and describe how staff continuity will be provided.</li> <li>• Identify any assumptions or variables that may impact the scope, schedules or pricing.</li> <li>• Provide a comprehensive quality control plan Bidder will use to ensure the required services are provided as specified in the SOW.</li> <li>• List any connections the Bidder might have with L.A. Care that could create a conflict of interest or bias. Describe the Bidder's system in place used to identify and prevent possible causes of bias.</li> <li>• Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</li> </ul>
<b>Appendix A Exceptions to Master Services Agreement</b>	<p>A statement offering the Bidder's acceptance of or exceptions* to all terms and conditions provided by L.A. Care in <b><u>Appendix A (Master Services Agreement)</u></b>. For each exception, the Bidder shall provide:</p> <ul style="list-style-type: none"> <li>• An explanation of the reason(s) for the exception;</li> <li>• The proposed alternative language; and</li> <li>• A description of the impact, if any, to the Bidder's price.</li> </ul> <p><b>*Indicate all exceptions to the Master Services Agreement by providing a 'red-lined' version of the language in question, <i>in the original Word document, with Track Changes turned on</i>, and enable L.A. Care to identify those persons making changes or adding comments. L.A. Care relies on this procedure and any Bidder who fails to make timely exceptions as required herein,</b></p>

	<p>may be barred, at L.A. Care’s sole discretion, from later making such exceptions.</p> <p><b>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</b></p> <p>L.A. Care reserves the right to determine if Bidders’ exceptions are material, singularly or in total, such that L.A. Care may deem the proposal non-responsive and not subject to further evaluation.</p> <p>L.A. Care reserves the right to make changes to the Master Services Agreement and its appendices and exhibits at its sole discretion.</p>
<p><b>Exhibit A-1</b></p> <p><b>Exceptions to SOW</b></p>	<p>A statement offering the Bidder’s acceptance of or exceptions* to all requirements outlined in <b><u>Exhibit A-1, Statement of Work (SOW)</u></b> to <b><u>Appendix A</u></b>. For each exception, the Bidder shall provide:</p> <ul style="list-style-type: none"> <li>• An explanation of the reason(s) for the exception;</li> <li>• The proposed alternative language; and</li> <li>• A description of the impact, if any, to the Bidder’s price.</li> </ul> <p><b>*Indicate all exceptions to the SOW by providing a ‘red-lined’ version of the language in question, <i>in the original Word document, with Track Changes turned on</i>, and enable L.A. Care to identify those persons making changes or adding comments. L.A. Care relies on this procedure and any Bidder who fails to make timely exceptions as required herein, may be barred, at L.A. Care’s sole discretion, from later making such exceptions.</b></p> <p><b>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</b></p> <p><i>*Please do not embed any “.pdf,” “.jpeg,” “.ppt,” charts, pictures or other such items into the L.A. Care-provided templates, documents or forms for this proposal. Please use the document templates and forms attached.</i></p> <p>L.A. Care reserves the right to determine if Bidders’ exceptions are material, singularly or in total, such that L.A. Care may deem the proposal non-responsive and not subject to further evaluation.</p> <p>L.A. Care reserves the right to make changes to the SOW and its exhibits (if any) at its sole discretion.</p>

<p><b>Appendix B</b></p> <p><b>Joint Defense Agreement</b></p>	<p>Provide an executed Joint Defense Agreement provided in <b><u>Appendix B</u></b>, and submit a redacted copy of your proposal as outlined in Section 3.10 (Notice regarding the Public Records Act).</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<p><b>Appendix C</b></p> <p><b>Vendor Qualifications</b></p>	<p>Discussion of proposer’s qualifications, including Firm’s:</p> <ul style="list-style-type: none"> <li>• Business Location</li> <li>• Vendor Profile (Size, Organizational structure, e.g., corporation, partnership, etc.);</li> <li>• Number of years in business;</li> <li>• Affiliates;</li> <li>• Market Data, including scope of services available;</li> </ul> <ul style="list-style-type: none"> <li>• Business qualifications (e.g., Relevant background and experience with Public Agencies, Health Care organizations, non-profits, etc.);</li> <li>• References (at least 3, to include contacts – name/email/phone);</li> <li>• Copies of the Bidder’s most current financial statements.</li> <li>• Ability to meet HIPAA requirements.</li> </ul> <p>Complete the Vendor Requirements spreadsheet tabs 1, 2, &amp; 3, attached as <b><u>Appendix C</u></b>.</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<p><b>Appendix C-1</b></p> <p><b>Privacy and Information Security Requirements</b></p>	<p>Complete the Privacy and Information Security Requirements spreadsheet attached as <b><u>Appendix C-1</u></b>.</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<p><b>Appendix D</b></p> <p><b>Pricing</b></p>	<p>Discuss the pricing methodology and structure (e.g., time and materials, fixed price, milestones, etc.), including any expenses.</p> <p>Include any variables, performance incentives, etc. Provide a budget sheet, which must match the proposed staffing plan.</p> <p>Complete the Pricing Exhibit attached as <b><u>Appendix D</u></b>.</p> <p>Please include price breaks/discounts for recurring licensing and/or maintenance fees for a possible multi-year contract.</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>

<b>Appendix E Certifications</b>	<p>Fill out and sign the Certification regarding Eligibility for Award, provided in <b>Appendix E</b> (Eligibility for Award).</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<b>Appendix F Question and Answer Form</b>	<p>If you have any questions regarding this RFP or the requirements, fill out and return <b>Appendix F, Q&amp;A Form</b> in the space provided with your questions, by the “Written Questions to L.A. Care” due date in the section 3.2 Proposal Timetable above.</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<b>Appendix G Billing Requirements</b>	<p>Review the detailed Billing Requirements in <b>Appendix G</b> of this RFP. Answer “Yes” or “No” to the questions for each of the requirement line items: “Out-of the-box”, “Customization required”, “Available in future release”, “No functionality”, and if “Included in pricing.”</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<b>Appendix H Disbursement Requirements</b>	<p>Review the detailed Disbursement Requirements in <b>Appendix H</b> of this RFP. Answer “Yes” or “No” to the questions for each of the requirement line items: “Out-of the-box”, “Customization required”, “Available in future release”, “No functionality”, and if “Included in pricing.”</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>
<b>Appendix I General Questions</b>	<p>Answer each of the questions in <b>Appendix I</b>.</p> <p>Please keep all documents as separate, individual documents with your RFP response – do not combine into one pdf.</p>

## 5. PRESENTATION REQUIREMENTS

- 5.1 Selected finalists may be invited to provide an onsite presentation at L.A. Care’s headquarters at 1055 W. 7th Street, Los Angeles, CA 90017.

If selected as a finalist, L.A. Care will inform Bidder of the tentative assigned presentation date and time. Presentations may be on-site or via WebEx. If on-site, Bidder must make their own travel arrangements. Any cost incurred for the on-site presentation by Bidders will be at no cost or obligation to L.A. Care. L.A. Care will confirm the assigned presentation date and time in advance.

Please do not plan to provide a presentation unless specifically notified of a presentation time and date by L.A. Care.

L.A. Care reserves the right to change dates related to presentation. In the event that these dates change, L.A. Care will inform Bidder in advance in writing.

Due to L.A. Care's security policies, L.A. Care will NOT be able to provide a laptop or run Bidder's presentation file from a USB file storage device on L.A. Care's laptops on the day of the presentation. Additionally, NO direct connection to the screen will be available. Bidders invited to provide presentations will be required to provide a pdf or PowerPoint file to L.A. Care in advance.

## **6. EVALUATION OF PROPOSALS**

6.1 The selection of the Vendor will be based upon evaluation by L. A. Care considering all appropriate factors and criteria (subjective and otherwise) as L.A. Care may, at its sole discretion, deem relevant. In no event will L. A. Care be limited to selecting a successful respondent based solely upon total cost submissions.

6.2 Bidders will be evaluated on the following factors including, but not limited to:

- (a) Pricing.
- (b) Quality of service, project or solution structure and demonstrated effectiveness.
- (c) References/ Previous relevant experience.
- (d) Bidder's willingness to accept the Terms and Conditions outlined by L.A. Care in the Master Services Agreement (Appendix A), and the Requirements of the Statement of Work (Exhibit A-1 to Appendix A) will be considered.
- (e) L.A. Care retains the right to determine if Bidders' exceptions are material, singularly or in total, such that L.A. Care may deem the proposal non-responsive and not subject to further evaluation.

Bidders are discouraged from making numerous exceptions to the Agreement provided, or Statement of Work unless absolutely essential. Bidders' proposals that contain Agreement or Statement of Work exceptions deemed excessive in volume or immaterial by L.A. Care may be evaluated less favorably.

## **7. SUMMARY**

List of documents as referenced above:

<b>Document Number / Subsection</b>	<b>Document Name</b>	<b>Action Required</b>
RFP Notice	Notice of Request for Proposal and General Instructions to Offerors.	Review RFP Requirements; provide Executive Summary as detailed above.

		*Please do not embed any “.pdf,” “.jpeg,” “.ppt,” charts, pictures or other such items into the form for this proposal.
Appendix A	Master Services Agreement	Review, indicate acceptance, or provide a redline with exceptions or comments in accordance with the above instructions.*
Exhibit A-1	Statement of Work (SOW)	Review, indicate acceptance, or provide a redline with exceptions or comments, including quality control plan as applicable.
Appendix B	Joint Defense, Confidentiality & Reimbursement Agreement.	Fill out and sign Joint Defense Agreement.
Appendix C	Vendor Qualifications	Fill out tabs 1, 2 & 3 Vendor qualifications and business requirements questionnaire.
Appendix C-1	Privacy and Information Security Requirements	Fill out and sign privacy and information security requirements questionnaire.
Appendix D	Pricing	Fill out detailed pricing exhibit as appropriate. Bidders are not allowed to change the structure of this pricing table and unit for pricing.
Appendix E	Eligibility for Award Certification	Fill out and sign Certification.
Appendix F	Question and Answer Form	Fill out and return if there are questions regarding any aspect of this RFP.
Appendix G	Billing Requirements	Answer the questions for each of the Billing Requirements of this RFP.
Appendix H	Disbursement Requirements	Answer the questions for each of the Disbursement Requirements of this RFP.
Appendix I	General Questions	Answer each of the questions.