

SBE 02: Illinois State-Based Exchange Information Technology and
Customer Assistance Center Request for Proposals

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Request for Proposals

1. Overview

The Illinois Department of Insurance (DOI), in collaboration with the Department of Healthcare and Family Services (HFS) and Department of Innovation and Technology (DoIT), collectively referred to herein as the “Agency,” or “State,” requests proposals from responsible Offerors to meet its needs. A brief description is set forth below for the Offeror’s convenience, with detailed requirements in subsequent sections of this solicitation. If interested and able to meet these requirements, the State appreciates and welcomes an Offer.

1.1. Brief Description

The State is soliciting proposals to select an Offeror to provide an Information Technology (IT) platform and Customer Assistance Center (CAC) to support the design, development, and implementation and ongoing administration of a State-Based Exchange (SBE) in Illinois.

Illinois Public Act 101-0649 required the State to oversee a feasibility study that explored policy options to make health insurance more affordable and accessible for low- and middle-income residents. The development of an Illinois-specific SBE was one of the feasibility study’s recommendations.

In the Spring 2023 legislative session, the Illinois General Assembly passed legislation to fully implement an SBE ([Illinois General Assembly—Full Text of Public Act 103-0103 \[ilga.gov\]](#)). As a result of Public Act 103-0103, Illinois is transitioning from a Federally Facilitated Exchange (FFE) for Plan Year 2024 to an SBE-Federal Platform (SBE-FP) for Plan Year 2025, then to an SBE for Plan Year 2026. Plan Years run from January to January, and the annual Open Enrollment Period (OEP) begins in November and ends in January. This initiative is new to Illinois, and this procurement will solicit an Offeror with significant expertise and experience working in this space.

The mission of the Illinois SBE is to increase access, enrollment, affordability, and choice for individuals and families purchasing health insurance in Illinois. By providing easy to understand information about health plans, the SBE will prioritize centering the customer and providing an eligibility and enrollment system that helps guide customers to the appropriate program—whether that is an SBE plan, Medicaid, or another state program. This will also give Illinoisans more control, quality choices, and better protections when selecting health insurance coverage. The SBE will include a website, eligibility and enrollment platform, and CAC, as well as assisters, navigators, and brokers across the state to personally assist customers with selecting or purchasing health plans. The SBE will also provide upfront financial assistance (e.g., tax credits) to eligible residents to reduce the cost of premiums and support transitions between Medicaid and Qualified Health Plan (QHP) coverage to minimize gaps in coverage. The SBE will initially be functionally coordinated with the State’s Integrated Eligibility System (IES), the IT platform supporting eligibility for Medicaid, the Children’s Health Insurance Program (CHIP), and human services programs. The initial approach will largely mirror the current relationship and interactions with the FFE. At the State’s option, the SBE may, over time, transition to a fully integrated platform supporting QHP customers, as well as individuals and families enrolled in Medicaid and CHIP.

The resulting contract with the Selected Offeror shall have an initial term of five (5) years. In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions, exceed ten (10) years ([30 Illinois Compiled Statutes \[ILCS\] 500/20-60](#)). Subject to the maximum total term limitation, DOI has the option to renew for the following terms: four (4) years.

Please read the entire solicitation package and submit an Offer in accordance with the Response Instructions. Offerors must complete all forms and signature areas contained in the solicitation package in full and submit them along with the cost proposal which, as combined, will constitute the Offer. Do not submit the Response Instruction pages with Offers.

Offeror/Vendor Disclosure Form (formerly named Forms A), Illinois Procurement Gateway (IPG) Active Registered Offeror/Vendor Disclosure Form (formerly named Forms B), and Business Enterprise Program (BEP) Utilization Plan: These sections are a material part of this solicitation and must be returned when applicable with an Offeror's Offer. These can be found in the Offeror Response Template issued along with this request for proposals (RFP). **Offers that do not adhere to the form and content of the RFP requirements may not be considered.**

1.2. Mandatory Qualifications to Submit an Offer

Offerors shall submit responses to the following requirements using the Offeror Response Template in the online procurement file, which includes this RFP, found at [State-Based Marketplace \(SBM\) Procurement Opportunities \(illinois.gov\)](#).

- 1.1.1. The Offeror must be in operation for a minimum of ten (10) years.
- 1.1.2. The Offeror must have a minimum of ten (10) years of experience providing eligibility and enrollment technology Solutions.
- 1.1.3. The Offeror, directly or through a single subcontractor, must have a minimum of four (4) years of experience providing CAC implementation and operational services for health and human services programs.
- 1.1.4. The Offeror must have experience providing technology implementation and operational services to more than one SBE.
- 1.1.5. The Offeror must have experience providing CAC implementation and operational services to more than one SBE. Relevant experience supporting a Patient Protection and Affordable Care Act (ACA)-compliant health insurance exchange that is not an SBE may be substituted if necessary.
- 1.1.6. The Offeror must have demonstrated experience supporting a state's transition off the FFE to an SBE.
- 1.1.7. The Offeror must have successfully implemented several SBE-specific requirements. These requirements include but are not limited to plan management, eligibility management in relation to marketplace and Medicaid coverage, system integration with Medicaid, marketplace access and experience management, enrollment assistance and management, customer support, and agent/broker and assister supports.

- 1.1.8. The Offeror’s Key Staff, collectively across all roles and project phases, must have experience leading and managing large-scale technology systems and CACs (“large-scale” is defined as a minimum of a \$50M budget).
- 1.1.9. The Offeror’s Key Staff must also have eligibility and enrollment program and policy expertise with SBEs and Medicaid.

2. Calendar of Events

The State will make every effort to adhere to the schedule in **Exhibit 1**.

Exhibit 1. Calendar of Events

Step	Action	Responsible Party	Due Dates
1.	Issue RFP	Procuring Agency	June 3, 2024
2.	Deadline to Submit Questions	Potential Offerors	June 14, 2024, 5:00 PM Central Time
3.	Response to Written Questions	Procurement Manager	June 28, 2024
4.	Submission of Proposals	Offerors	July 19, 2024, 12:00 PM Central Time
5.	Oral Presentations	Offerors	TBD
6.	Notice of Award	Procuring Agency	TBD
7.	Protest Deadline	Offerors	14 days after contract award

2.1. Explanation of Events

The following paragraphs describe the activities listed in the Calendar of Events shown in Section 2 above. All information relating to this procurement, including any updates to documents, schedules, issuance of new information, etc., will be posted to the [Procurement Website](#). Throughout the procurement, it will be the responsibility of the Offerors to monitor this website for any new or modified information.

- 2.1.1. Issuance of RFP: This RFP is being issued on June 3, 2024.
- 2.1.2. Deadline to Submit Questions: Potential Offerors may submit questions as a standalone file attached to an email to the Procurement Manager at DOI.SBMProcurement@Illinois.gov regarding the intent or clarity of this RFP until **5:00 PM Central Time** on the date indicated in Section 2, Calendar of Events. Offerors shall clearly label questions and cite the section(s) in the RFP or other document that forms the basis of each question.
- 2.1.3. Response to Written Questions/RFP Amendments: The State will provide responses to written questions via a posting to the [Procurement Website](#).
- 2.1.4. Submission of Proposal: Offerors must submit proposals via email to the Procurement Manager at DOI.SBMProcurement@Illinois.gov with the subject line “Illinois SBE IT

Platform and CAC Proposal.” Proposals submitted by facsimile or hard copy will not be accepted.

ALL OFFEROR PROPOSALS MUST BE RECEIVED BY THE PROCUREMENT MANAGER OR DESIGNEE NO LATER THAN 12:00 PM CENTRAL TIME ON THE DATE INDICATED IN SECTION 2, CALENDAR OF EVENTS. LATE PROPOSALS CANNOT BE ACCEPTED. Proposals submitted via email will be considered sealed in accordance with the statute.

The State will keep a log of the names of all Offeror organizations that submitted proposals. The contents of the proposals shall not be disclosed to other potential Offerors during the negotiation process. The negotiation process is deemed to be in effect until the contract is awarded under this RFP. “Awarded” in this context means that the final required agency signature on the contract(s) resulting from the procurement has been obtained.

- 2.1.5. Proposal Evaluation: An Evaluation Committee will assess proposals. This process will take place as indicated in Section 2, Calendar of Events, depending upon the number of proposals received. During this time, the Procurement Manager may initiate discussions with Offerors who submit responsive or potentially responsive proposals to clarify aspects of the proposals. However, the State may accept and evaluate proposals without such discussion. Offerors SHALL NOT initiate discussions during this time.
- 2.1.6. Oral Presentations (if requested by the State): Offerors, as selected per Section 2, may be required to conduct an oral presentation at a location to be determined per the schedule in Section 2, Calendar of Events, or as soon as possible thereafter. If oral presentations are held, Offerors may be required to solely make their presentations through electronic means (e.g., Webex). The State will provide Offerors with an agenda and applicable details, including an invitation to the event. Whether oral presentations will be held is at the sole discretion of the Evaluation Committee.
 - 2.1.6.1. Order of Oral Presentations (if requested by the State)
 - a. The State will create a calendar of available dates and times for Offerors to provide oral presentations. Offerors will be given an opportunity to select their choice of date and time in a randomly selected order. Random order will be selected by using the random number generator in Microsoft® Excel®. The first choice will go to the highest random number generated. In the case of a tie, a second randomized number will be generated only to break the tie.
 - 2.1.6.2. Oral Presentation Questions
 - a. All questions to Offerors will be the same.
 - b. Offerors will first provide a presentation of their choosing to the Evaluation Committee without interruption or questions from the Evaluation Committee.
 - c. After the presentations, there will be a question and answer (Q&A) phase.

- d. The State will capture any questions and answers discussed during the Q&A portion of the presentation and relay them to all Offerors, similar to the Q&A portion of the proposal process.
 - e. The State will record the oral presentations.
- 2.1.7. Scoring: The Evaluation Committee will establish final scores after completing the (1) review of all written proposals, and (2) facilitation of all oral presentations (if applicable).
- 2.1.8. Best and Final Offers: Offerors may be asked to submit revisions to their proposals to obtain the Best and Final Offer (BAFO) as soon as possible. BAFOs may also be clarified and amended at the Offeror's oral presentation.
- 2.1.9. Finalize Contractual Agreement: After approval of the Evaluation Committee Report, the State will finalize any contractual agreement(s) resulting from this RFP with the most advantageous Offeror, taking into consideration the evaluation factors set forth in this RFP, per Section 2, Calendar of Events, or as soon as possible thereafter. In the event that mutually agreeable terms cannot be reached with the apparent most advantageous Offeror in the timeframe specified, the State reserves the right to finalize a contractual agreement with the next most advantageous Offeror without undertaking a new procurement process.
- 2.1.10. Contract Award: Upon receipt of the signed contractual agreement, the State will award the contract per Section 2, Calendar of Events, or as soon as possible thereafter. The contract award is subject to approval by the State (at minimum, DOI, HFS, and DoIT).
- 2.1.11. Protest Deadline: The Offeror may submit a written protest to the Protest Review Office. For protests related to specifications, the Protest Review Office must electronically receive the protest no later than fourteen (14) days after the State posts the solicitation or related addendum to the State's website. For protests related to disqualification of a proposal, the protest must be received within fourteen (14) days (5:00 PM Central Time) after notice of disqualification. For protests related to contract award, the protest must be received within fourteen (14) days (5:00 PM Central Time) after the notice of award is published on the [Procurement Website](#). The Protest Review Office's information is as follows:

Attn: Protest Review Officer (Kathryn Williams)
Assistant General Counsel/Ethics Officer
122 S. Michigan Ave., 19th Floor
Chicago, IL 60603

Email Address: DOI.SBMProcurement@illinois.gov

PROTESTS RECEIVED AFTER THE DEADLINE WILL NOT BE ACCEPTED.

3. Terminology and Acronyms

Refer to

[Appendix B: Acronyms and Definitions.](#)

4. General Information

4.1. Purpose

The State (comprising Illinois DOI, HFS, and DoIT) is issuing this RFP to provide those interested in submitting proposals (Offerors) sufficient information to enable them to prepare and submit proposals to provide and operate an IT platform and CAC for the Illinois SBE (Get Covered Illinois [GCI]). This RFP contains instructions governing the requested proposals, including the requirements for the information and materials to be included, a description of the services to be provided, requirements that Offerors must meet to be eligible for consideration, general evaluation criteria, and other requirements specific to this RFP.

The State expects that the Solution and services provided by the Selected Offeror will help the State to achieve the following goals:

- A cost-effective Solution and services that provide value for the money invested over its lifecycle, including initial acquisition, implementation, and ongoing operational costs.
- A seamless transition off HealthCare.gov to the GCI platform that minimizes disruption to existing Exchange customers, stakeholders, and business partners (i.e., insurers, assisters, and brokers).
- A customer-centric eligibility and enrollment experience that is streamlined, real-time, and easy to navigate.
- At the State's option, a single platform enabling eligibility and enrollment in QHP, Modified Adjusted Gross Income (MAGI), Medicaid, and CHIP coverage, achieved through a phased implementation.
- A multi-channel CAC leveraging people, process, and technology to deliver a high-quality experience to Illinois residents twenty-four (24) hours a day, three hundred and sixty-five (365) or three hundred and sixty-six (366) days a year.
- A scalable and flexible Solution and services that allow for changes by the State without additional costs.
- Initial and ongoing compliance with all applicable federal and state laws, regulations, rules, and policies.

The State is seeking proven, effective Solutions requiring minimal upfront design, development, and implementation work from an Offeror with directly relevant experience operating efficiently. The State is seeking a Solution and services that are robust and scalable at the outset and designed with a forward-thinking approach to minimize future enhancement costs and complexities. The State is looking for innovative Solutions and services that offer flexibility, scalability, and ease of

enhancement, thereby ensuring the long-term sustainability of the SBE without imposing undue financial burdens on the State.

4.2. Issuing Office and Procurement Manager

The State has issued this RFP on behalf of the State of Illinois. The State has assigned a Procurement Manager who is responsible for the conduct of this procurement whose name, address, and email address are listed below:

Name: Michael Underwood

Address: 320 West Washington St., 4th Floor, Springfield, IL 62767

Email Address: DOI.SBMProcurement@illinois.gov

- 4.2.1. Offerors shall submit any inquiries or requests regarding this procurement in writing to the Procurement Manager. Offerors may contact ONLY the Procurement Manager in writing at DOI.SBMProcurement@illinois.gov regarding this procurement. Neither other employees of the State nor Evaluation Committee members have the authority to respond on behalf of the State.

4.3. Project Description

Under Public [Act 103-0103](#), signed into law on June 27, 2023, Illinois, through the State, is implementing an SBE for Plan Year 2026, as contemplated by the ACA. The SBE is a technology Solution and business operation marketplace in which individuals can shop for, compare, and enroll in health insurance coverage.

The State is seeking a single qualified Offeror to provide, implement, operate, and maintain an integrated technology-based SBE IT platform and associated CAC, including mailroom services to support the State's anticipated operation as an SBE. The State is issuing this request in anticipation of a transition to operate as an SBE, effective November 2025, to provide enrollment in QHPs with coverage, effective January 1, 2026.

The State intends to award a single contract to one Selected Offeror on a statewide basis pursuant to this RFP; however, Offerors may fulfill obligations under the contract by subcontracting with third parties. The Offeror's proposal shall identify the specific scope of services being offered and which, if any, would be fulfilled by a subcontracted third party. Any subcontracting will be managed by (and the sole responsibility of) the Selected Offeror, and no subcontractor will have a direct relationship with the State.

The project involves two components, both of which are related to services required for the operation of an SBE by the State: (1) a proposed Solution involving a comprehensive SBE IT platform that is currently in use by at least two other SBEs and can be reconfigured and redeployed for use by the State in Illinois; and (2) a CAC to support the State's operation as an SBE. A high level of integration and interoperability between CAC and the SBE's IT platform is required.

4.4. Objectives

- 4.4.1. General

Pursuant to Public [Act 103-0103](#), Illinois is transitioning from relying on the FFE to an SBE-FP for Plan Year 2025, with a complete transition to an SBE for Plan Year 2026. As an SBE-FP, the FFE will provide eligibility and enrollment functions, while the State will carry out some administrative, customer assistance, and outreach functions. Once Illinois transitions to an SBE, the State will carry out all functions and discontinue use of the SBE-FP; the services provided by the Selected Offeror will play a critical and integral role in that transition.

The State is seeking proposals to provide an IT and CAC Solution, as outlined below and throughout this RFP, which will enable it to operate effectively and efficiently, while also providing the tools to offer an improved user experience for Illinois customers, insurance carriers, producers, and non-profit partners.

The IT and CAC Solution (herein referred to as “Solution” or “the Solution”) sought through this RFP must:

1. Rely on information systems, IT hosting services, and business process outsourcing services whose real-world operability and efficiency have been proven.
2. Include systems that support the full breadth of SBE operations as outlined in this RFP, including plan management; eligibility management; marketplace access and experience management, including customer shopping, comparison, and selection of plans; enrollment management; financial management; assister, navigator, and broker management; and a broad range of customer service supports (i.e., CAC), which must include a call center and mailroom services.
3. Conform with all applicable state and federal laws and regulations governing information security and the protection of information privacy and confidentiality.

Proposals that involve reliance upon Solutions whose real-world operability has not been proven are neither requested nor desired. The proposal must include customer assistance Solutions (including call centers) for the SBE. The State is seeking an integrated SBE IT platform and CAC Solution. The State will entertain Solutions with a third-party subcontracted Offeror performing certain functions with an expectation that (1) any such contemplation is accompanied by assurances of ultimate accountability by the Offeror, and (2) demonstration that the third-party subcontracted Offeror has successfully deployed such functionalities in existing SBEs.

For more information on the Exchange, please visit the [Illinois Legislature language for Public Act 103-0103](#). For additional information on the requirements for this proposal, refer to Section 7, Specifications/Qualifications/Statement of Work, of this RFP.

4.5. Capacity Background Information

Exhibits 2 and 3 represent Illinois’ application, plan selection, and enrollment metrics for Plan Year 2024 (source: Centers for Medicare & Medicaid Services [CMS] [OEP Public Use Files](#)).

Exhibit 2. Plan Year 2024 OEP: Applications for QHP Coverage

Number of Submitted Applications	Individuals Applying for Coverage on Submitted Applications	Individuals Determined Eligible to Enroll in a QHP	Individuals Determined Eligible to Enroll, with Financial Assistance	Individuals Determined or Assessed Eligible for Medicaid/CHIP by the Exchange
363,682	506,808	457,408	411,564	53,988

Exhibit 3. Plan Year 2024 OEP: Plan Selections

Number of Customers with an Exchange Plan Selection	New Customers	Total Re-Enrollees	Active Re-Enrollees	Automatic Re-Enrollees
398,814	116,437	282,377	186,428	95,949

In Plan Year 2023, Illinois' Medicaid Program received 160,156 customer applications from the FFE and sent 154,562 customer applications to the FFE. While the exhibits above include enrollment volumes, Offerors must consider the processing of these customer applications in their proposals.

4.6. Type of Contract

The State, in its sole discretion, may undertake negotiations with Offerors whose proposals show them to be qualified, responsible, and capable of performing the project. It is proposed that if the State enters a contract as a result of this RFP, it will be a firm-fixed price (FFP) contract containing the Standard Contract Terms and Conditions as found in Section 9 of this RFP.

5. Submission Instructions

5.1. Instructions for Submitting Offers

Only electronic submissions of Offers through email will be accepted.

Offerors must email all documents composing an Offer to DOI.SBMProcurement@illinois.gov as a ZIP file attachment.

5.2. Submission of Offers

Refer to the Response Instructions and Offeror Response Template found at the [Procurement Website](#).

The State publishes (and will continue to publish) procurement information, including solicitations, awards, and amendments, for the SBE on the [Procurement Website](#). Procurement information may not be available in any other form or location. Offerors are responsible for monitoring this website. The State will not be held responsible if an Offeror fails to receive the optional email notice of future amendments to the solicitation.

5.3. Information Contact

The individual listed in the “Information Contact” (i.e., the Procurement Manager) on the Bulletin posting shall be the single point of contact for this solicitation. Unless otherwise directed, Offerors should only communicate in writing with the Procurement Manager. The State shall not be held responsible for information provided by or to any other person. Offerors should immediately report suspected errors in writing to the Procurement Manager via email. Do not discuss, directly or indirectly, the solicitation or any Offer with any State officer or employee other than the Procurement Manager.

5.4. Offeror Questions and State Response

Offerors must submit all questions pertaining to this solicitation in writing **no later than 5:00 PM Central Time on Friday, June 14, 2024**. The State will post questions received and State responses as an amendment to the original solicitation on the [Procurement Website](#); only these posted answers to questions shall be binding on the State. Offerors are responsible for monitoring this website.

5.5. Submission Offer Due Date and Time

5.5.1. Each solicitation contains the Offer Due Date and Time, appearing as the “Offer Opening Date” on the posting. Offers will be opened and posted on the [Procurement Website](#) on the “Offer Opening Date.”

5.5.2. Offer Firm Time: The Offer must remain firm for 120 days from opening.

5.5.3. Offer Due Date and Time: Friday, July 19, 2024, by 12:00 PM Central Time.

5.6. Employment Tax Credit

Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits as defined in 30 ILCS 500/45-67 and 45-70. Please contact the Illinois Department of Revenue (DOR) via phone at 217-524-4772 for information about tax credits.

5.7. Governing Law and Forum

Illinois law and rules govern this solicitation and any resulting contract. Offerors must bring any action relating to this solicitation or any resulting contract to the appropriate court in Illinois. This document contains statutory references designated with "ILCS." Offerors may view the full text at the [Illinois General Assembly Website](#).

5.8. Public Records and Requests for Confidential Treatment

Offers become the property of the State. All Offers will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules unless the Offeror requests in its Offer that the State treat certain information as confidential. A request for confidential treatment will not supersede the State's legal obligations under FOIA.

The State will not honor requests to keep entire Offers confidential. Offerors must show the specific grounds in FOIA or another law or rule that supports confidential treatment. Regardless, the State will disclose the successful Offeror's name, substance of the Offer, and cost.

If an Offeror requests confidential treatment, the Offeror must submit additional attachments of the Offer with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the Offer as possible. In a separate attachment, the Offeror shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis or bases under Illinois law, including a detailed justification for exempting the information from public disclosure.

The Offeror will hold harmless and indemnify the State for all costs or damages associated with the State defending the Offeror's request for confidential treatment. The Offeror agrees that the State may copy the Offer to facilitate evaluation or respond to requests for public records. The Offeror warrants that such copying will not violate the rights of any third party.

5.9. Reservations

Offeror must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The State reserves the right to amend the solicitation; reject any or all Offers; award by items/services, group of items/services, or grand total; and waive minor defects. The State may request a clarification, inspect the Offeror's premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The State may request BAFOs when appropriate. The State will make all decisions on compliance, evaluation, and terms and conditions, and shall make decisions in the best interests of the State and in accordance with Article 50 of the Illinois Procurement Code, and other applicable state and federal statutes and regulations. This competitive process may require the Offeror to provide additional information and otherwise cooperate with the State. If an Offeror does not comply with requests for information and cooperation, the State may reject the Offer as nonresponsive to the solicitation. Submitting an Offer does not entitle the Offeror to an award or

contract. Posting an Offeror's name in a Bulletin notice does not entitle the Offeror to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any Offer. The Selected Offeror shall not commence and will not be paid for any billable work undertaken prior to the date on which all parties execute the contract.

5.10. Award

The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the State will make the award to the responsive and responsible Offeror whose Offer best meets the specified criteria unless otherwise permitted by the Illinois Administrative Code. However, if the State does not consider the cost to be fair and reasonable and negotiations fail to meet an acceptable cost, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State will determine whether the cost is fair and reasonable by considering the Offer, including the Offeror's qualifications, the Offeror's reputation, all costs submitted, other known costs, the project budget, and other relevant factors. The State will post a notice to the Bulletin identifying the apparent most responsive and responsible Offeror.

5.11. Protest Review Office

The Offeror may submit a written protest to the Protest Review Office. For protests related to specifications, the Protest Review Office must electronically receive the protest no later than fourteen (14) days after the State posts the solicitation or related addendum to the State's website. For protests related to disqualification of a proposal, the protest must be received within fourteen (14) days (5:00 PM Central Time) after notice of disqualification. For protests related to contract award, the protest must be received within fourteen (14) days (5:00 PM Central Time) after the notice of award is published on the [Procurement Website](#). The Protest Review Office's information is as follows:

Attn: Protest Review Officer (Kathryn Williams)
Assistant General Counsel/Ethics Officer
122 S. Michigan Ave., 19th Floor
Chicago, IL 60603

Email Address: DOI.SBMProcurement@illinois.gov

5.12. Evaluation Process

The State determines how well Offers meet the responsiveness requirements. The State will rank offers, without consideration of cost, from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who fail to meet minimum requirements or receive fewer than the minimum required points, if any, will not be considered for cost evaluation and award.

The State evaluates three categories of information: responsiveness, responsibility, and cost. The State considers the information provided and the quality of that information when evaluating Offers. If the State finds a failure or deficiency, the State may reject the Offer or reflect the failure or deficiency in the evaluation.

5.13. Responsiveness

A responsive Offeror is one who submits an Offer that conforms in all material respects to the RFP and includes all required forms.

5.13.1. Subcontractor Disclosure

If the Offer includes any subcontractors, then the Offeror shall include information regarding their subcontractors per the requirements detailed in Section 7.8 of this RFP.

5.13.2. If completing the IPG Active Registered Offeror/Vendor Disclosure Form (formerly named Forms B), then responsiveness may include but not be limited to:

1. Active IPG registration # with expiration date
2. Disclosure of lobbyists for Offeror and parent entity(ies)
3. Disclosure of pending and current contracts
4. Certifications timely to this solicitation

5.13.3. If completing the Offeror/Vendor Disclosure Form (formerly named Forms A), required forms may include but not be limited to:

1. Business and Directory Information: The Offeror should complete and return the Business and Directory Information form in Offeror Disclosure, Part 1.
2. Illinois Department of Human Rights (IDHR) Public Contracts Number: The Offeror shall complete and return the IDHR Public Contracts Number form in Offeror Disclosure, Part 2.
3. Authorized to Transact Business or Conduct Affairs in Illinois: A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity before submitting a bid and authorized to transact business or conduct affairs in Illinois prior to execution of the contract. For more information, see Authorized to Transact Business or Conduct Affairs in Illinois in Offeror Disclosure, Part 3.
4. Standard Illinois Certifications: The Offeror shall complete and return the Standard Illinois Certifications form in Offeror Disclosure, Part 4.
5. State Board of Elections Registration: The Offeror may be prohibited from making political contributions and required to register with the State Board of Elections. For more information, see State Board of Elections in Offeror Disclosure, Part 5.
6. Disclosure of Business Operations with Iran: The Offeror should complete and return the Disclosure of Business Operations with Iran form in Offeror Disclosure, Part 6.
7. Financial Disclosures and Conflicts of Interest: The Offeror shall complete and return the Financial Disclosures and Conflicts of Interest form in Offeror Disclosure, Part 7.
8. Taxpayer Identification Number: The Offeror should complete and return the Taxpayer Identification form in Offeror Disclosure, Part 8.

- 5.13.4. The State will determine whether the Offer meets the stated requirements. The state may accept or allow corrections for minor differences or deviations that have negligible impact on the cost or suitability of the supply or service to meet the State's requirements. If no Offeror meets a particular requirement, the State may waive that requirement.
- 5.13.5. When the specification calls for "Brand Name or Equal," the brand name product is acceptable. Other products will be considered with proof that the other product meets the stated specifications and is equivalent to the brand product in terms of quality, performance, and desired characteristics.
- 5.13.6. The State will determine whether the Offeror complied with the instructions for submitting Offers. Except for late submissions and other requirements that must be part of the submission by law, the State may require that an Offeror correct any deficiency as a condition of further evaluation.

5.14. Responsibility

A responsible Offeror is one who has the (1) capability in all respects to fully perform the contract requirements, and (2) integrity and reliability that will assure good faith in performance. The State determines whether the Offeror is a "responsible" Offeror; specifically, this is an Offeror with whom the State can or should do business. For example, the State may consider the following elements:

- 5.14.1. A "prohibited Offeror" includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for Offers, RFP, or request for information, or providing similar assistance unless such assistance was part of a publicly issued opportunity to review drafts of all or part of these documents. For the purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract. No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement shall submit an Offer or proposal or receive a contract for that procurement need. Nothing herein is intended to prohibit an Offeror from offering to supply development of technology, goods, or services after providing the State with a demonstration of the development of such technology, goods, or services, provided that the subject of the demonstration to the state represents industry trends and innovation and is not specifically designed to meet the State's needs. Nothing herein is intended to prohibit a person or business from submitting an Offer or entering into a contract if the person or business:
 - 5.14.1.1. Initiates a communication with an employee of the State to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 of the Illinois Procurement Code; or,

- 5.14.1.2. Responds to a communication initiated by an employee of the State to provide information to evaluate new products, trends, services, or technologies.
- 5.14.2. Other factors that the State may evaluate to determine responsibility include but are not limited to political contributions, certifications, conflicts of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the Offer), compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to supply products and services relevant to this RFP, and the ability to provide required maintenance services or other matters relating to the Offeror's ability to deliver in the quality and quantity within the time and cost as specified in this solicitation.
- 5.14.3. The Selected Offeror must always have sufficient financial resources, in the opinion of the State, to ensure the performance of the contract and must provide proof upon request. The State may require a performance bond if, in the opinion of the State, it ensures the performance of the contract. The State may terminate the contract, consistent with the termination for cause provision of the contract, if the Offeror lacks the financial resources to perform under the contract.
- 5.14.4. The State may require that an Offeror correct any deficiencies as a condition of further evaluation.
- 5.14.5. Prime Contractor Responsibilities

The Selected Offeror must directly perform services valued at least at fifty percent (50%) of the total contract value. Nevertheless, the contract will require the Selected Offeror to assume responsibility for all services offered in its proposal, whether it produces them itself or by subcontract. Further, the State will consider the Selected Offeror to be the sole point of contact regarding all contractual matters.

5.15. Business Enterprise for Minorities, Women, and Persons with Disabilities Act Participation and Utilization Plan

The Bulletin posting indicates whether this solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. If this solicitation is for non-construction supplies or services and contains a goal, then failure to submit a BEP Utilization Plan by a non-certified BEP vendor shall render the Offer non-responsive per 30 ILCS 575/4(f). Offerors must direct all questions regarding the subcontracting goal to the State BEP Liaison before submission of proposals.

BEP Liaison: Michael Underwood

BEP GOAL: Four percent (4%)

National Institute of Governmental Purchasing (NIGP) Codes: 948-43; 915-20

Email Address: DOI.SBMPurchase@illinois.gov

Businesses included in BEP Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified as BEP vendors prior to the Offer Opening Date. Offerors can go to

<https://cei.illinois.gov/> for complete requirements for BEP certification, and
<https://ceibep.diversitysoftware.com/> to search for certified BEP vendors.

-END OF INSTRUCTIONS-

6. Offeror Selection

6.1. Evaluation Criteria

There are two components to this proposal: technical and cost. The State will evaluate and rank each part of the proposal independently of the other parts. **Exhibit 4** below provides the scoring approach.

Exhibit 4. Scoring Approach

Evaluation Factor	Points Available
Required Forms	Pass/Fail
Technical Proposal	900
General Requirements	100
SBE Functional and Technical Requirements	140
CAC and Mailroom Functional and Technical Requirements	125
Medicaid Alignment and Coordination Requirements (Scope of Work 2)	100
Maintenance and Operations Requirements	115
Key Personnel	50
Offeror/Staff Specifications, Experience, and Capabilities	100
Subcontracting	20
Terms and Conditions Adherence	50
Timeline, Tasks, and Deliverables: Ability to Implement	100
Cost Proposal	100
Total Points Available	1,000

6.1.1. Technical Proposal Evaluation Criteria

As indicated above, the State has established the weight for the technical criterion for this RFP as ninety percent (90%) of the total points. Evaluation will be based upon the following criteria:

- 6.1.1.1. Soundness of Solution and approach.
- 6.1.1.2. Excellence of customer experience and overall Solution usability.
- 6.1.1.3. Offeror and personnel qualifications.
- 6.1.1.4. Understanding of the problem.
- 6.1.1.5. Ability to meet Solution requirements, both functional and technical.
- 6.1.1.6. Soundness of the approach to implementation, maintenance, and operations.

- 6.1.1.7. Offeror qualifications, including relevant experience and capacity to implement, maintain, and operate.
 - 6.1.1.8. References.
 - 6.1.1.9. Field-proven Solution.
 - 6.1.1.10. Comprehensive Solution.
 - 6.1.1.11. Ability to meet timelines.
 - 6.1.1.12. Operations and Solution that meets or exceeds industry best practice services, technology, operations, and quality.
- 6.1.2. Cost Proposal Evaluation Criteria
- 6.1.2.1. The State has established the weight for the cost criterion of this RFP as ten percent (10%) of the total points. The cost criterion is rated by giving the lowest total cost proposal with the maximum number of pricing points available. The State will prorate remaining proposals by the percent higher than the lowest total cost.

6.2. Evaluation Process

The State has selected an Evaluation Committee of qualified personnel to review and evaluate timely submitted proposals. This process will take place as indicated in Section 2, Calendar of Events, depending upon the number of proposals received. During this time, the Procurement Manager may initiate discussions with Offerors who submit responsive or potentially responsive proposals to clarify aspects of the proposals. However, the State may accept and evaluate proposals without such discussion. Offerors SHALL NOT initiate discussions during this time.

6.3. Final Ranking and Award

If applicable, the Evaluation Committee will select, and the Procurement Manager will notify, the Offerors per schedule Section 2, Calendar of Events, or as soon as possible thereafter for oral presentations. The state will determine the schedule for oral presentations at this time per the method described in Section 2.16 above. After conducting the oral presentation process, the State will combine the Evaluation Committee's final technical and cost proposal scores in accordance with the relative weights assigned to these areas as set forth in this section of the RFP.

The State will rank Offerors according to the total overall score assigned to each in descending order. Upon completion of this process, the State will notify in writing of its selection for negotiation the Selected Offeror whose proposal receives the highest score.

The State has the discretion to reject all proposals or cancel the RFP at any time prior to fully executing a contract when it is in the best interests of the State. The reasons for the rejection or cancellation shall be made part of the contract file. This also applies if the State does not consider the cost to be fair and reasonable and if negotiations fail to meet an acceptable cost (i.e., the State reserves the right to cancel the award and take appropriate action to meet the needs of the State). The State determines whether the cost is fair and reasonable by considering the Offer, including the

Offeror's qualifications, the Offeror's reputation, all costs submitted, other known costs, the project budget, and other relevant factors.

6.4. Mandatory Requirements

To be eligible for selection, the Offeror must (1) submit the required forms, technical proposal, and cost proposal per the specified time in Section 2, Calendar of Events; and (2) properly sign the proposal.

6.5. Nonconforming Proposals

The Mandatory Requirements set forth in Section 6.4 above are the only RFP requirements that the State will consider to be non-waivable. The State may, in its sole discretion, (1) waive any other technical or immaterial nonconformities in an Offeror's proposal, (2) allow the Offeror to cure the nonconformity, or (3) consider the nonconformity in the scoring of the Offeror's proposal.

7. Specifications/Qualifications/Statement of Work

7.1. General Requirements

7.1.1. Goal

Procure products and services for the Illinois SBE to provide IT platform and CAC support to the State and other State agencies as necessary as the State works to set up the SBE. This Selected Offeror will provide the State and sister agencies, as applicable, with support to implement, operate, maintain, and enhance the State's transition from the FFE to an SBE.

This Selected Offeror also will work with existing State staff to create a long-range IT platform and CAC operation to ensure progress toward the State's goals and objectives.

7.1.2. Supplies and Services Required

7.1.2.1. Provision of all necessary technological infrastructure and personnel to implement, transition, and support the IT platform, networking, and CAC support as detailed in this RFP required to transition from the FFE to an SBE and provide for a real-time integrated eligibility system as specified in this RFP.

7.1.2.2. Technology infrastructure and all related software to be offered as either a comprehensive subscription, Software as a Service (SaaS), or any other pricing and contracting model(s) that provides maximum value and flexibility to the State.

7.1.3. Overall Requirements

The Solution shall comply with all federal requirements related to the establishment and operation of an SBE under the ACA, including but not limited to those requirements detailed in 45 Code of Federal Regulations (CFR) Subtitle A, Subchapter B, §§147, 155, 156, and all related maintenance and operations (M&O) requirements and services effective on the first day of SBE general public availability. The Solution shall be in compliance at no additional cost or usage of enhancement hours, inclusive of federal regulations codified in the 2026 Notice of Benefit and Payment Parameters or other recently authorized and relevant regulations.

7.1.4. Support to the State

The Selected Offeror shall support the State in its interactions, approvals, and data submittals to all federal and state oversight and sponsoring agencies, including but not limited to CMS, auditors, and others. Support includes preparation for and attendance at meetings, Blueprint application development, approvals for Authority to Connect (ATC), federal or state audits, and any other requirements or requests by such agencies.

7.1.5. Standards

The Selected Offeror must adhere to all applicable federal and state laws, regulations, rules, policies, and standards relating to the SBE as may be modified during the term of the contract, including state mandates and standards for required hardware, software, and development components. In addition, the Selected Offeror must have a working knowledge of all federal and

state mandates, regulations, standards, and requirements that apply to this project, including operational compliance with any applicable legislation passed at the federal level throughout the term of the contract. The Selected Offeror must pass or remedy all respective audits, including those conducted by the State, federal government, and other auditing sources. The Selected Offeror must adhere to all federal and state mandates and standards. Internal Revenue Service ([IRS Pub 1075](#)) has many requirements for the receiving, storing, and accessing of Federal Tax Information (FTI) data, including background checks for personnel and audit requirements. The Selected Offeror will be expected to meet the requirements of [IRS Pub 1075](#) and work cooperatively with the State on any impacts to State agencies or systems.

All IT, including electronic information, software, systems, and equipment developed or provided under this contract must comply with the applicable requirements of the Illinois Information Technology Accessibility Act (30 ILCS 587). Standards are published at <https://doit.illinois.gov/accessibility/iitaa>.

7.1.6. Capacities

The Solution shall support for all capabilities and requirements which apply to both the SBE IT platform and CAC. All M&O requirements and operations identified in Section 7 must maintain all functionality and service-level agreements (SLAs) in spite of increases in user and participant capacity over the figures specified in Section 4.5 of this RFP. In addition, the system, including the supporting infrastructure, must be scalable and able to increase the system's capacity as its processing load and/or demand grows.

Additionally, the proposed Solution shall be able to accommodate for temporary increases in the volume of customer applications and/or inquiries during peak times, such as the OEP, or in situations where there have been other external events affecting customer needs for health coverage. For the purposes of clarity, key business cycles may include but not be limited to the following:

1. First week of the OEP (including weekends).
2. The week preceding any significant enrollment deadline during OEPs.
3. The last week and/or CAC Operations Day of a calendar month during the non-OEP.
4. Days surrounding income tax filing dates to address Form 1095-A issues.
5. The week after initial generation of Form 1095-As.
6. Days before and right after federal or state holidays that occur during OEPs.

7.1.7. Communications and Correspondence

The proposed Solution shall support the State's needs to communicate with its customers, business partners, contractors, the federal government, and any other external entities essential to the operation of all aspects of the Solution defined herein. This includes but is not limited to email, physical mail, in-person interactions, chat, telephone, etc. Such communications will include both inbound and outbound communications.

Additionally, such communications and correspondence shall support multiple languages as dictated by applicable state and federal laws in both written and verbal (e.g., translation and interpretation services, language lines) forms. For any written translations, the Selected Offeror shall provide the initial versions in English, and the State will be responsible for providing the translations into other languages, which will include Spanish at the very least, that the Selected Offeror shall implement and test in the Solution.

7.1.8. General Constraints

The proposed Solution shall address all the following platform constraints:

- 7.1.8.1. Disruption to existing business processes of the Illinois Medicaid administering agency, HFS, is undesirable. HFS currently serves more than 3,200,000 Medicaid and CHIP recipients. The proposed Solution shall provide independent functionalities for all SBE functions listed in Section 7 of this RFP and mirror the current integration model between HFS and the federal platform. The proposed Solution shall be capable of sending outbound account transfers to the HFS system and receiving inbound account transfers from the HFS system utilizing the same business rules, data formats, and transfer protocols as its current integration with the FFE.
- 7.1.8.2. Immediate integration with the HFS system presents the potential risk of disruption and is, therefore, not being sought; however, the State supports an eventual path towards a statewide model in which eligibility and user authentication functions would be shared between State agencies. The proposed Solution must be capable of modular integration of these functions with minimal changes to the Solution's codebase. This level of integration is not intended to be pursued at this time, but the State seeks to assess the readiness of the Solution to facilitate such an integration in the future.
- 7.1.8.3. The proposed Solution shall support account transfers to and from HFS after determinations of ineligibility for Medicaid and CHIP.
- 7.1.8.4. The proposed Solution shall support user authentication and authorization services administered from a remote system, including but not limited to:
 - a. Authentication Protocols: The Solution shall support standard authentication protocols used by Okta, such as Security Assertion Markup Language (SAML) 2.0, OpenID Connect, and Oauth 2.0.
 - b. Application Programming Interface (API) Integration: The Solution shall provide robust API support for integration with existing systems, including SailPoint for identity governance and the non-employee risk management tool. This will enable automated user lifecycle management across systems.
 - c. User Directory Sync with Okta Universal Directory: The Solution shall synchronize with the State's user directory systems to maintain up-to-date user data and ensure that access permissions are correctly managed.

- d. Multifactor Authentication (MFA): The Solution shall support MFA options provided by Ilogin, ILPartner, and ILWorkforce.
- 7.1.8.5. The Illinois Department of Human Services (DHS) maintains Illinois' current authority to connect to the Federal Data Services Hub (FDSH). The proposed Solution shall be capable of both establishing a separate connection with the FDSH without relying upon the DHS connection and relying upon the DHS connection should the need arise.
- 7.1.8.6. DHS does not utilize FTI data to verify income in the Medicaid system. The proposed Solution shall have appropriate safeguards in place to ensure that FTI data are not passed to the Medicaid system in cases of Medicaid referrals (i.e., outbound account transfers). Likewise, the proposed Solution must be capable of utilizing IRS data with appropriate FTI safeguards, as well as other sources of electronically verified income data, including but not limited to Verify Current Income/Equifax, State Wage Information Collection Agency (SWICA), and customer-provided income information when processing inbound account transfers for Advance Premium Tax Credit (APTC)/Cost-Sharing Reduction (CSR) eligibility calculations from the Medicaid system.
- 7.1.8.7. Processing of customer payment transactions, including binder payments, is expressly out of the scope of this project. The proposed Solution shall fully support the processing of customer payment transactions solely by Illinois' QHP insurance carriers. This shall not preclude the proposed Solution from including a seamless process for customers to make payments to insurance companies, such as insurer-specific payment redirects or other integration with the insurer's payment systems.
- 7.1.8.8. Disruption to existing business processes of Illinois on-Exchange QHP insurance carriers is a risk. The proposed Solution shall be capable of interfacing with carriers in the same manner as the current integration with the FFE. The proposed Solution shall directly interface with private insurance carrier systems using the same business rules, data formats, and transfer protocols as the FFE. The proposed Solution shall be capable of loading certified plan data from the System for Electronic Rates & Forms Filing (SERFF). The Selected Offeror shall be solely responsible for working with and assisting all on-Exchange QHP insurance carriers with the development, testing, establishment, and maintenance of any interfaces with such carriers necessary for the operation of the SBE. The Selected Offeror shall establish and maintain a single point of contact for the on-Exchange QHP insurance carriers, and that point of contact shall be responsible for ensuring that the carrier interface requirements for the SBE are met and addressing any questions and requests from the carriers.
- 7.1.9. Data Requirements: All aspects of the overall Solution and related services shall comply with all federal and state data reporting, data protection, and data privacy laws, regulations, policies, and guidelines.

- 7.1.10. Hosting requirements: Offerors are to propose hosting a Solution that will meet or exceed all requirements and SLAs stated within this RFP. Any Solutions must be fully compliant with the Cloud Security Requirements listed in **Appendix C: State of Illinois Cloud Security Requirements**.
- 7.1.11. Usability: Solutions proposed may be composed of one or more products from each Offeror. However, any proposed Solution must meet the following requirements:
- 7.1.11.1. Ensure that it is based on and incorporates ongoing user-centered design (applies to all “users”) to (1) help understand user needs and preferences regarding features and functionalities of the Solution, and (2) provide a consistent and integrated experience across all functions.
 - 7.1.11.2. Include user-centric design prototyping during the requirements and design phase.
 - 7.1.11.3. Provide users with notifications that inform them that the browser that they are using is no longer supported and recommend that they use a new browser.
 - 7.1.11.4. Provide equivalent capabilities for users via the web and mobile applications that also provide alerts to notify users of actions needed to be taken.
 - 7.1.11.5. Provide web service through a secure connection in accordance with the federal government’s Hypertext Transfer Protocol Secure-only guideline.
 - 7.1.11.6. Promote a consistent look and feel in accordance with Illinois web standards and [best practices](#), if directed by the State.
 - 7.1.11.7. Provide web analytics and usage statistics.
 - 7.1.11.8. Contain a search function that allows users to easily search content intended for public use.
 - 7.1.11.9. Use plain language consistent with federal government guidelines or other plain language best practices.
 - 7.1.11.10. Use a domain name consistent with DOI’s domain naming conventions, as specified in [Naming Conventions \(illinois.gov\)](#).
 - 7.1.11.11. Use iterative design and development methodologies that incorporate end user research and feedback throughout the implementation, deployment and operations, and maintenance processes.
 - 7.1.11.12. Ensure extensive, easy to use, and secure exchange of forms, eligibility documentation, notices, files, etc., including fillable forms and electronic signatures.
 - 7.1.11.13. Support multi-language configuration for all user-facing aspects of the Solution, including but not limited to the web portal(s), notices, forms, and correspondence. For all written multi-language aspects, the Selected Offeror will provide the English versions for State review and approval for implementation by the Selected Offeror. For all other languages required by the

State, which will include Spanish at the very least, the State shall provide the translation of the written materials to the Selected Offeror, and the Selected Offeror shall be responsible for the implementation, testing, deployment, and maintenance of the translated materials.

- 7.1.11.14. Ensure an easy to use content management approach to allow for notice and user interface content to be easily configured and customized by the State, including support across all languages required by the State.
- 7.1.11.15. Be designed to optimize use cases with intuitive, efficient, and streamlined navigation and task flows. The Solution shall maximize the use of technologies that assist users in understanding where they are in a multi-step process and how to progress to the next step. Each step should include notifications to all parties involved so that every person associated with a process is aware of its ongoing progress. At each point in the process, the user should be able to access any documents that the user has previously submitted or received, regardless of how those documents were transmitted.
- 7.1.11.16. Include extensive integrated ability for Business Users, CAC staff, and other authorized users to search data within the system in both a guided and unconstrained manner.
- 7.1.11.17. Enable users to seamlessly transition to and from online to live support so that they can connect with a human and complete tasks online when needed.
- 7.1.11.18. Ensure that all data entry shall need to be entered only once, intuitive, and displayed in a commonly accepted (i.e., per United States standards) manner (e.g., dd-mm-yyyy, \$0.00). The Selected Offeror shall validate data for formatting and data integrity (e.g., cannot enter 02-45-2021) with validation that reduces user burden and formats data consistently (e.g., including but not limited to address validations against the United States Postal Service [USPS] or other address validation and correction systems). Solution timestamps shall be based on Central Time zone.
- 7.1.11.19. Be supportable in terms of product upgrades, enhancements, patches, etc. (e.g., if only one of the products goes through an upgrade, all the other products with which it integrates must easily and cost-effectively upgrade such that it ensures currency and operability).
- 7.1.11.20. Be designed or configured in a flexible manner to support the implementation of new changes from the legislature, new federal or state programs, updates to regulations, and with the ability to build requirements in or out without any significant changes to the preexisting Solution or custom coding.
- 7.1.11.21. Be able to scale and flexibly increase or decrease processing capacity as necessary.
- 7.1.11.22. Be designed so that it is maintainable without needing unique dedicated specialists for each product.

- 7.1.11.23. Be able to integrate with the State of Illinois informational websites.
 - 7.1.11.24. Be able to integrate with the statewide identity management Solution, leveraging current standards for authentication and authorization, such as OpenID Connect, SAML, and Oauth 2.0, as well as performing other methods of MFA.
 - 7.1.11.25. Ensure that all data in the Solution shall be a “single source of truth” and available in real time to all components of the system such that no two users accessing the same data in different areas of the Solution will ever see different answers.
 - 7.1.11.26. Ensure that users with appropriate authorization can reverse or edit erroneous transactions (and ensure a full audit trail for any such reversal or correction).
- 7.1.12. Self-Service
- 7.1.12.1. The Solution shall provide system access for customers, Authorized Representatives of customers, CAC workers, State administrative staff, producers, brokers, agents, enrollment counselors, assisters, navigators, and insurance carriers.
 - 7.1.12.2. Each type of user shall be able to perform all tasks relevant to their role and privileges via a user portal configured in a manner that takes into consideration the users’ likely language skills, education level, computer skills, and understanding of the terms and nuances of SBE operations.
 - 7.1.12.3. While performing tasks relevant to the type of user, the portals shall provide users with clear guidance in plain language with appropriate font and formatting through all the necessary steps and an understanding of the progress and status throughout whatever process with which the customer is engaged. The portal shall facilitate returning to and revising the information in a prior step and provide information about the meaning of key terms, particularly any terms that are not expressed in plain language.
 - 7.1.12.4. For data entry in self-service portal screens, all data should be validated for errors, reformatted to standards, and, where feasible, validated for accuracy (e.g., address validations against USPS or other address validation and correction systems).
 - 7.1.12.5. The Solution shall incorporate account management and user preference functionality to support users with accessing all information relevant to their user type.
 - 7.1.12.6. The Solution must be compliant with the applicable requirements of the Illinois Information Technology Accessibility Act (30 ILCS 587), including conformance with the Web Content Accessibility Guidelines (WCAG) version 2.1 or most current version (levels A and AA) and shall be brought into compliance with subsequent versions of WCAG across multiple device types. Where reasonable,

and as directed by Illinois, the Selected Offeror must ensure compliance with the latest version of WCAG within an appropriate and agreed-upon timeframe.

- 7.1.12.7. The Solution shall provide a clear and visible process that shows when and how the applicant or covered individual should take action, including what they may expect and, if there are issues, and a clear direction, in plain language, on what the applicant must do to resolve the issues. This should include a clear and visible statement of the applicant's rights.
 - 7.1.12.8. The Solution shall include clear, plain language information describing the steps, processes, and customers' rights, as well as how information is being used (e.g., first do this, then this; your social security number [SSN] is needed for this reason).
 - 7.1.12.9. The Solution shall include online portals that provide transparency into progress and status throughout whatever process with which the user is engaged and guide users through complex processes with meaningful statuses using plain language content and formatting.
 - 7.1.12.10. The Solution shall operate efficiently and be able to properly interact with all public and common electronic device types capable of using commonly available commercial operating systems (including but not limited to Android®, Apple®, and Microsoft) and web browsers (including but not limited to Chrome®, Edge®, and Safari®), including but not limited to mobile devices, tablets, desktop, and mobile computers. Each shall function seamlessly with common commercially available assistive technologies across all platforms.
 - 7.1.12.11. The Solution shall facilitate returning to and revising the information in prior steps and provide information about the meaning of key terms, particularly any terms that are not expressed in plain language.
 - 7.1.12.12. When an Authorized Representative has been conferred as the legal authority to act on a file (in the Case Management and/or Document Management Solutions) and that authority is documented, approved, and on file with DOI, the Authorized Representative must be able to act on behalf of the customer, with any limitations to their authority being provided by the customer. The Authorized Representative shall be able to access the customer's account with identical rights as the customer.
- 7.1.13. Customer Education
- 7.1.13.1. Customer education shall mirror compliance standards in ACA requirements, including but not limited to those specified in 45 CFR §155.205.
 - 7.1.13.2. Customer education shall be related to eligibility and benefit rules for all relevant Insurance Affordability programs, including but not limited to APTC, CSR, Medicaid, and CHIP.
- 7.1.14. Data Management and Validation

- 7.1.14.1. The overall Solution and any of its sub-systems can be configured by a trained Business User expert to add, modify, or remove a data element from the system (which includes configuration mechanisms for ensuring that any changes to the database do not affect or corrupt the rest of the database and its contents). When rules change, the Solution shall produce a report pre- and post-change report that explains the effect of that rule on the existing user account. The Solution shall be able to run a “what-if” analysis to ensure that changes made do not impact other data elements.
 - 7.1.14.2. All data in the system shall be validated based on configurable rules upon entry to the Solution no matter if the data are entered during conversion, manually entered, or entered via a real-time or batch interface.
 - 7.1.14.3. The Solution shall provide mechanisms for easily updating individually or in bulk standard codes and categorizations as needed to support the full operation of the SBE.
 - 7.1.14.4. Data shall be searchable, based on multivariable and wild card search criteria, in a manner that can be created, implemented, and run by any authorized user (e.g., by a minimally skilled Business User who can conduct very simplistic searches, or a highly skilled Business User who can conduct very sophisticated searches). This search functionality shall be extended across all designated file types, including Portable Document Formats (PDFs) or correspondence documents to search for specific data within documents.
 - 7.1.14.5. The Solution shall provide all necessary tools and services to back up the entire Solution and any related data, as well as allow for easy and full recovery of data within stated SLAs.
 - 7.1.14.6. Data retention and archiving rules and processes shall be configurable for each data element, groups of data elements, and/or entire tables.
- 7.1.15. Case Management
- 7.1.15.1. The Solution shall ensure that State workers can manage each customer “case,” in which one customer may have one or more unrelated or related cases, including maintaining a case structure for related cases for a unique individual, business, broker, insurer, etc. For each case, the Solution shall keep and ensure accessibility in one place to all related documents, key dates, and notes, along with associating related documents.
 - 7.1.15.2. The Solution shall be integrated with the overall Solution’s workflow management, data management, and business rules management such that cases can be managed and monitored throughout the life of a case and any subsequent and related cases.
 - 7.1.15.3. The Solution shall ensure that access to specific data within a case can be segmented and protected by users based on role-based access privileges.

7.1.16. Business Rules Definition and Management

- 7.1.16.1. All business functionalities, as described in Section 7 of this RFP, are to be controlled by a suite of business rules, compliant with federal and state guidance, and easily configured in one place by a qualified Business User from the State. "Qualified" means that these Business Users have been trained to use the technology; fully understand the ramifications of adding, changing, or removing any business rule; and have appropriate role-based security authorizations. Additionally, a qualified Business User shall be able to query/inspect any business rule at any time by to understand what rules are currently being applied to any transactional condition.
- 7.1.16.2. Business rules shall be configurable to be automatically turned on, off, or modified based on predefined events and triggers, such as changes in federal or state regulations, based on dates (e.g., the date on which a regulation goes into or out of effect), a range of dates, etc.
- 7.1.16.3. The history of all business rules shall be maintained in a manner that complies with all legal retention requirements and enables a qualified Business User to trace any transaction to determine what rules were applied to that transaction at the time the transaction was processed. Additionally, qualified Business Users shall be able to easily view the history and audit trail (i.e., who, what, when, and why) of any changes to any business rule and revert to figure out the rules that were applied to a specific individual or transactions at any time in the past.

7.1.17. Automated Workflow and Workflow Management

- 7.1.17.1. All aspects and functions, as described in Section 7 of this RFP, are to be controlled by workflow controls, both manual/one-time and automated, that qualified Business Users easily configure in one place (where "qualified" means they have been trained to use the technology; fully understand the ramifications of adding, changing, or removing any workflow; and have appropriate role-based security authorizations).
- 7.1.17.2. Workflows shall provide the functionality to be automatically turned on, off, or modified based on predefined events and triggers (e.g., due to changes in economic conditions), based on dates (e.g., the date on which a regulation goes into or out of effect), a range of dates, etc.
- 7.1.17.3. The history of all workflows shall be maintained in a manner such that a Business User can trace any transaction to determine what workflow was applied and what users were involved in the processing or approval of that transaction at the time the transaction was processed. Additionally, a qualified Business User shall be able to easily view the history and audit trail (i.e., who, what, when, and why) of any changes to any workflow.

- 7.1.18. The Offeror shall propose the use of tools or processes that improve efficiencies, such as artificial intelligence (AI) technologies.

7.1.19. System Auditing, Authority/Roles, Security

- 7.1.19.1. The Solution shall provide users with their ability to see selected screens, reports or data queries, and specific data and information on a particular screen, report, or query result. Other access to any aspect of the Solution shall be configurable by business and administrative Business Users.
- 7.1.19.2. The Solution shall be able to control what types of users or user locations can access the Solution (e.g., block non-United States' and its territories' Internet Protocol [IP] addresses, users cannot have out-of-country addresses).
- 7.1.19.3. The Solution shall be able to define security roles and rules for a given user to access certain data and functions.
- 7.1.19.4. The Solution shall provide comprehensive audit logging on, which a qualified Business User can report and query, as well as track and log all transactions including who made the transaction (user account), when the transaction was made, what the before and after values were, and reasons (when reasons are available) for the transaction.
- 7.1.19.5. Audit trails logging shall comply with and support all federal and state audit and reporting requirements.

7.1.20. Reporting, Data Queries, Ad Hoc Analysis

- 7.1.20.1. The Selected Offeror shall provide comprehensive real-time, period-specific, retrospective ("as-of") reporting to fully support operations, federal and state reporting for all SBE functions and activities, and overall SBE reporting needs.
- 7.1.20.2. The Selected Offeror shall support all federally required reporting needs.
- 7.1.20.3. The Selected Offeror shall provide support for business, financial, and operations users to perform ad hoc queries accurately and quickly. This support includes providing self-guided queries for basic user queries where the user has minimal knowledge. It also supports complex queries for qualified Business Users that are intimately versed in the underlying data and data models.
- 7.1.20.4. The Selected Offeror shall support reporting for the broad range of users using portals to query, search, and report on their data (e.g., applicants, assisters, authorized third parties, brokers).
- 7.1.20.5. The Solution for reporting, data queries, and ad hoc analyses shall support a user-friendly data model, retain point-in-time data, and protect the transactional system from performance issues resulting from excessive or erroneous queries.
- 7.1.20.6. The Solution shall enable the State to extensively and granularly measure and report on all operational measures and metrics of the SBE IT platform and CAC.

7.1.21. Correspondence: Letters, Notices, Forms

- 7.1.21.1. The Solution shall provide Business Users with the ability to create correspondence in multiple languages, including but not limited to letters, notices, emails, text messages (short messaging service [SMS]), and forms using predefined or ad hoc templates.
 - 7.1.21.2. The Solution shall provide configuration management, retention, and reconstruction of correspondence from earlier dates under previously defined rules.
 - 7.1.21.3. The Solution shall provide users with the ability to create correspondence that can be based on predefined templates and State-created business rules using the same business rules interface as for other Solution business rule creation.
 - 7.1.21.4. The Solution shall provide a wide range of user-selectable correspondence mechanisms, including but not limited to paper by mail, email, fax, SMS, etc. The Solution shall also provide users with their ability to define their preferred delivery method that is selectable based on the preferred type of correspondence, date range, language, and legal requirements (e.g., if a user prefers email but there is a certain notice that is lawfully required to be sent by physical mail, the user selection would be overridden or sent via physical mail and email to ensure legal compliance), or other factors.
 - 7.1.21.5. The Solution shall provide a user's ability to select a default preferred language for correspondence.
 - 7.1.21.6. The Solution shall process incoming correspondence from users, including provision of confirmation receipt and/or acknowledgment of correspondence.
- 7.1.22. Document Management
- 7.1.22.1. The Solution shall allow for storage, retrieval, versioning, and automated retention management of all documents. "Documents" include but are not limited to correspondence, forms, saved chats, files, datasets, audio recordings, digital transcripts of voice interactions, SMS, multimedia messaging service, etc.
 - 7.1.22.2. The Solution shall support electronic signature on various State-identified documents. This functionality should be supported across all usable devices using any supported platform.
 - 7.1.22.3. The Solution shall support input, delivery, and storage of all common document types, including but not limited to xls, xlt,xlsx, xlsm, xltm, xlsx, csv, doc, dot, docx, docm, dotm, dotx, rtf, ppt, pptx, png, jpg, jpeg, tiff, tiff, bmp, gif, heic, txt, pdf, msg, etc. The document input mechanism cannot assume the availability of a desktop computer. It must be possible to upload documents from a smartphone and its camera.
 - 7.1.22.4. The Solution shall provide functionality to tag and/or add metadata and perform automated Optical Character Recognition (OCR) for all document types for tracking, grouping, and identifying documents.

7.1.23. Help Desk and System Administration

For the purposes of clarity, the Help Desk and System Administration is not to be confused with the CAC described in Section 7.3 of this RFP. The Help Desk is a resource that is internal to SBE staff and partners. The Help Desk is only accessed by the State and Selected Offeror's staff responsible for M&O requirements.

- 7.1.23.1. The Help Desk shall provide support to all State and Selected Offeror's staff regardless of user type, disabilities, or system needs.
- 7.1.23.2. The Help Desk shall support a Business User to assist with account maintenance, allowing SBE staff to add, edit, and remove customer information as necessary/requested, along with a complete audit trail of who made what change, when, and why. This includes the ability for staff to upload documents to customer accounts.
- 7.1.23.3. The Help Desk shall provide overall Solution technical assistance for all staff and State operations partners and provide Solution support to the CAC as needed.
- 7.1.23.4. The Help Desk shall provide training and support for any State staff or operations partners responsible for supporting the M&O of the Solution, including but not limited to system administration training, knowledge transfer, M&O documentation and the knowledge base, technical manuals, and user manuals.
- 7.1.23.5. The Help Desk shall support integration with the CAC telephony system.
- 7.1.23.6. The Help Desk shall serve three primary broad groups:
 - a. Users: State Business Users from primary operational areas that perform transactions on the system or retrieve information on behalf of customers. Screen sharing methods may be used to service end users.
 - b. Customers: Shoppers, applicants, enrollees, businesses, insurers, brokers, third-party representatives, etc., conducting business with the SBE using the self-service application or any other means of interaction with the State. Customers shall only be directed to the Help Desk after the CAC staff is unable to address the customer's issue via the staff and protocols identified in Section 7.3.1.2 of this RFP.
 - c. Partners: Other State agencies, federal agencies, or other external entities with which the SBE exchanges information.
- 7.1.23.7. The Help Desk shall provide a comprehensive ticketing system that is seamlessly integrated into the overall Solution's Customer Relations Management (CRM) system that provides the management, monitoring, and operations functionality as follows:
 - a. Tier 1: This is the first and basic level of customer/staff support. Tier 1 support typically has generalist knowledge of the policies, processes, and

Solution usage and can guide a person through most basic tasks. For all external users, Tier 1 support will be provided by the CAC as defined in Section 7.3.1.2 of this RFP. The Solution shall support the operational needs of Tier 1 activities. For Tier 1, the Selected Offeror shall provide all necessary ticketing and CRM technology, functionality, staff, facilities, and telephony.

- b. Tier 2: Support involves detailed and specialized policy, process, Solution usage, and technical knowledge staffed by highly experienced Customer Service Representatives. The Solution shall support the operational needs of Tier 2 activities. For Tier 2, the Selected Offeror will provide all necessary ticketing, CRM functionality, and all staff, facilities, and telephony.
- c. Tier 3: Staff are highly specialized experts in process and technical issues. The Solution shall support the operational needs of Tier 3 activities. For Tier 3, the Selected Offeror will provide all necessary ticketing and CRM technology, functionality, and staffing for process and technical support, as well as facilities and telephony.
- d. Tier 4: This refers to outside organizations to which the State or Selected Offeror would escalate issues, such as hardware and software vendors, vendor software support, printer maintenance, etc. Tier 4 support is contracted for specific services that are not part of the State's nor Selected Offeror's organization. The Solution shall support the operational needs of Tier 4 activities. The Selected Offeror shall provide assistance when Tier 4 is reached (i.e., when the issue is found to be related to the Solution) until the outside organization provides a fix. For Tier 4, the Selected Offeror will provide all necessary ticketing and CRM functionality and access to the third parties as indicated above, as well as facilities and telephony.

7.2. SBE Requirements

The initial implementation of the SBE (Scope of Work [SOW] 1) is designed to generally mimic the FFE structure to become a fully compliant SBE focused primarily on QHP-eligible individuals. The SOW1 requirements below outline the specific requirements for initial implementation of the SBE for Plan Year 2026. While these requirements are overall similar to the current FFE functionality, there are key differences that the Selected Offeror will be required to deliver in the initial SBE implementation. After initial implementation, the Selected Offeror shall be prepared, and may be directed by the State, to implement SOW2 to provide significant improvements to the SOW1 model by adding MAGI Medicaid eligibility and enrollment as a primary responsibility for the SBE platform.

- 7.2.1. All aspects of the SBE shall be seamlessly integrated in real time with the CAC from both a functional and technical perspective so that any user of the system does not need to transition from one system to another to perform any of the functions or tasks contained within Section 7 of this RFP.

- 7.2.2. SBE Requirements: Functional

The proposed Solution shall be capable of concurrently supporting each of the following functions and should have demonstrated experience supporting the following functions:

- 7.2.2.1. User authentication/authorization, including but not limited to designating Authorized Representatives, controlling the scope of activities or data that the Authorized Representatives can perform or view, and removing or impose timing limits on Authorized Representatives.
- 7.2.2.2. Anonymous pre-screening of eligibility.
- 7.2.2.3. Anonymous plan comparison, including but not limited to:
 - a. QHPs for individuals pre-screened as QHP-eligible.
- 7.2.2.4. Eligibility determinations and assessments, including but not limited to:
 - a. QHP eligibility determinations.
 - b. Calculation of APTC and CSR subsidies.
 - c. APTC and CSR eligibility determinations.
 - d. MAGI-based Medicaid and CHIP (i.e., MAGI Medicaid) eligibility assessments. Assessments will include state-specific programs, including but not limited to Health Benefits for Immigrant Adults (HBIA).
 - e. Non-MAGI-based Medicaid eligibility assessments. Assessments will include state-specific programs, including but not limited to Health Benefits for Immigrant Seniors (HBIS).
 - f. QHP, APTC, and CSR renewal eligibility, redeterminations, and automatic reenrollment.
 - g. Updates to Single Streamlined Application data subsequent to initial submission such that life event and qualifying life event (QLE) changes shall be reported and processed via self-service capabilities, resulting in automated, real-time demographic data updates, redeterminations to eligibility, and enrollment changes as applicable.
 - h. For application referrals received from the Medicaid agency, HFS, via the account transfer process, the SBE will process that application to provide an immediate and automatic determination of eligibility for QHP, APTC, and CSR without any action required by the applicant or an individual authorized to act on the applicant's behalf.
 - i. For transfers of authorized tax filer and household data from the Illinois DOR, the SBE will make eligibility determinations and assessments for QHP, APTC, CSR, MAGI Medicaid, and CHIP. If unable to complete an eligibility assessment or determination due to insufficient information, estimate the customer's eligibility for the previously mentioned programs.
- 7.2.2.5. Plan shopping and benefit details, including but not limited to:

- a. QHP plan comparison.
 - b. Customer decision support tools, including but not limited to integrated provider directory, prescription drug formulary search, out-of-pocket cost calculator, Quality Rating System (QRS) star ratings, results of customer satisfaction surveys, transparency in coverage, and medical loss ratio (MLR).
 - c. Support for standard plan display and decision support.
- 7.2.2.6. Individual QHP and standalone dental plan (SADP) enrollment during the OEP and Special Enrollment Period (SEP), including but not limited to:
- a. Enabling customers to enroll in medical and SADPs, medical plans only, or SADPs only.
 - b. Determining eligible effective dates.
 - c. Enabling customers to add eligible individuals to an existing enrollment, remove individuals from an existing enrollment, or change plans.
 - d. Enabling customers to determine how much of their maximum eligible APTC to apply to their enrollment.
- 7.2.2.7. Termination of QHP and SADP enrollment during the OEP and SEP, including but not limited to voluntary termination, termination due to loss of eligibility, and termination due to nonpayment of premiums.
- 7.2.2.8. Verification of SEP/QLE eligibility, including but not limited to:
- a. Enabling QLEs to require submission, review, and approval of verification documents before opening an SEP.
 - b. Enabling QLEs to require submission, review, and approval of verification documents after opening an SEP and the completion of plan shopping.
 - c. Enabling QLEs to be opened without requiring submission, review, and approval of verification documents.
 - d. Creating additional QLEs beyond those required by federal and state regulations or upon request of the State, including but not limited to an Easy Enrollment (uninsured tax-filer) QLE.
- 7.2.2.9. Electronic data interchange (EDI) with the state Medicaid agency, including but not limited to:
- a. Sending outbound account transfers to the state Medicaid agency.
 - b. Receiving responses to outbound account transfers, including Medicaid eligibility determinations and, if available, applicable denial reasons.
 - c. Receiving inbound account transfers from the state Medicaid agency.
 - d. Use standard FDSH services to check for customer enrollment in Medicaid and/or CHIP.

- e. Provide a bidirectional exchange of eligibility and demographic data with the state Medicaid system via account transfer, such that the systems will stay in sync on, at minimum, all required Single Streamlined Application data fields as defined by the FDSH Account Transfer Business Service definition.
- 7.2.2.10. EDI with insurance carriers for customer enrollment and plan information, including but not limited to:
- a. Comprehensive EDI testing with carriers during initial carrier onboarding and on a recurring basis, as needed.
 - b. Generation of appropriate EDI acknowledgment files and error files, including but not limited to Tier 2 errors.
 - c. Provide comprehensive technical guidance for insurance carriers, including but not limited to EDI Companion Guide documentation and Reconciliation Companion Guide documentation. The Selected Offeror should update documentation regularly.
- 7.2.2.11. EDI with FDSH and other available electronic data sources to support verification information.
- 7.2.2.12. EDI with the Illinois DOR to support the Easy Enrollment program, as authorized by [35 ILCS 5/513](#).
- 7.2.2.13. Plan management functions, including but not limited to:
- a. Plan preview for QHP carriers during recurring data correction windows.
 - b. Loading of QHP and rate data from the SERFF.
 - c. QHP mapping or “cross-walking” during renewals.
 - d. Certification and decertification of QHPs.
- 7.2.2.14. Customer messaging, including but not limited to:
- a. Delivery via United States mail, email, and SMS.
 - b. Availability of messaging in one or more non-English languages, as required by the State.
- 7.2.2.15. Handle all aspects of eligibility appeals processing, including but not limited to accepting, logging, and tracking the status of appeal requests, customer notices regarding their appeal request, and updating eligibility and enrollment based on the outcome of an appeal.
- 7.2.2.16. Handle all aspects of customer complaint resolution, including but not limited to accepting, logging, and tracking the status of the complaint, customer communications regarding their complaint, and updating eligibility and enrollment based on the outcome of the complaint resolution.

- 7.2.2.17. Provide a complete, comprehensive, and easy to use CRM system to fully support SBE staff support of all customers and stakeholders and those entities that support the customers and stakeholders.
- 7.2.2.18. All applicable financial management and accounting, including but not limited to:
 - a. User fee invoices for insurance carriers.
- 7.2.2.19. Insurance carrier reconciliation of enrollment, including but not limited to:
 - a. Exchange of recurring enrollment reconciliation EDI files and identification of discrepancies. This includes working with the insurance companies to understand and resolve enrollment discrepancies.
 - b. Working with the insurance carriers to resolve enrollment discrepancies identified outside of the recurring reconciliation EDI file process, including but not limited to customer complaints, customer appeals, and CMS policy-based payment processes.
- 7.2.2.20. CMS reconciliation of policy-based payments, including but not limited to:
 - a. Electronic reporting of enrollment information to CMS.
 - b. Resolution of issues, errors, or discrepancies identified by CMS.
- 7.2.2.21. Form 1095 production, including but not limited to:
 - a. Timely generation of initial iterations of Form 1095 in compliance with IRS rules and regulations.
 - b. Form 1095 delivery via United States mail or, if elected by the customer, via secure electronic methods.
 - c. Automated generation of corrected iterations of Form 1095s, including updated reporting to the IRS of corrected Form 1095 information. Corrected Form 1095s shall also be able to be manually triggered by CAC staff as needed.
- 7.2.2.22. Electronic reporting to the IRS.
- 7.2.2.23. Electronic reporting to the United States Department of Health and Human Services, CMS.
- 7.2.2.24. Processing of electronic, telephonic, and paper applications, including applications received electronically from the state Medicaid agency.
- 7.2.2.25. Generation of customer notices, including but not limited to:
 - a. All notices required by federal and state rules and regulations.
 - b. Additional customer notices beyond those required by federal and state rules and regulations, including but not limited to enrollment confirmation,

confirmation of termination of enrollment, data matching issue (DMI) reminder notices, and Easy Enrollment notices.

- c. Automatically trigger notices based on user activity or system activity in real time unless the State agrees to a different cadence.
- d. Assurance that all notices comply with federal and state requirements, including but not limited to accessibility, readability, contact information for customer service, regulatory citations, and other content standards.
- e. Notices for other types of users, including but not limited to assisters, navigators, brokers, and agents.

7.2.2.26. Navigator, assister, broker, and agent functionality, including but not limited to:

- a. The ability for customers to authorize a certified navigator, assister, broker, or agent to have access to their account and take eligibility and enrollment actions on the customer's behalf. Customers must also be able to revoke this authorization at any time, and the revocation of access should be effective immediately.
- b. The ability for the navigator, assister, broker, or agent to manage their active authorized customers, including but not limited to receiving new customer authorizations and terminating a customer's authorization.
- c. The ability to transmit the necessary broker or agent information to insurance companies for any enrollment with which the broker or agent is associated, including but not limited to a newly authorized broker or agent for an existing enrollment and termination of an authorization for a broker or agent.
- d. Functionality to certify and decertify users, including but not limited to verifying licensure, verifying completion of required training, and reviewing any required documentation submitted by users for purposes of certification, with automated processes when appropriate.
- e. Reporting and analytics, including but not limited to eligibility, enrollment, operations, and key performance indicators.

7.2.2.27. Reporting to support Operational Readiness Reviews, Open Enrollment Readiness Review, State-Based Marketplace Annual Reporting Tool (SMART) Audits, Improper Payment Assessments, and other oversight and audit requirements.

7.2.3. SBE Requirements: Technical

The proposed Solution shall have all the following technical capabilities and meet all the following technical requirements:

- 7.2.3.1. Migration of existing customer data from the FFE via secure file transmission to the proposed platform, which includes developing the requirements for the

data migration, communicating these requirements to the appropriate stakeholders, and coordinating the data transfer from CMS.

- 7.2.3.2. Migration of existing customers from the FFE via secure file transmission to the proposed Solution while maintaining existing relationships between customers, their respective insurance carriers and QHP/SADP identifications, and other reference data necessary to ensure a seamless and accurate transition of accounts. If applicable, this involves migration of customers' respective enrollment professionals using the National Producer Number (NPN) code or other available identifiers for non-licensed producers.
- 7.2.3.3. Integration with the State's Okta Ilogin Portal for customers to log into the proposed Solution so that existing Ilogin users can use their preexisting credentials to access the SBE portal and new SBE applicants can be directed to establish Ilogin credentials.
- 7.2.3.4. Establishment of dedicated portals for customers, CAC workers, State administrative staff, producers, brokers, agents, enrollment counselors, assisters, navigators, and insurance carriers.
- 7.2.3.5. Integration with the State's Okta ILWorkforce Portal for non-customer external users with IL.gov employee credentials to establish user credentials and log into the proposed Solution. Users leveraging ILWorkforce credentials include but are not limited to, State administrative staff with IL.gov employee credentials and other non-customer user roles completed by State employees with existing IL.gov employee credentials.
- 7.2.3.6. Integration with the State's Okta ILPartner Portal for non-customer external users to establish user credentials and log into the proposed Solution. Users leveraging ILPartner credentials include but are not limited to CAC workers, State administrative staff without IL.gov employee credentials, producers, brokers, agents, enrollment counselors, assisters, navigators, and insurance carriers.
- 7.2.3.7. Resolution of duplicate accounts or duplicate records, including but not limited to identification of duplicate accounts or duplicate records and appropriate removal of duplicate accounts or duplicate records, systems, and processes to prevent creation of duplicate accounts or duplicate records.
- 7.2.3.8. Provision of an intuitive and responsive graphical user interface capable of supporting a wide range of desktop and mobile computing devices. The design must follow the State's branding.
- 7.2.3.9. Compliant with all applicable requirements of the Illinois Information Technology Accessibility Act (30 ILCS 587), including conformance with WCAG version 2.1, Levels A and AA.

- 7.2.3.10. Compliant with technical, physical, and administrative safeguards as defined in Minimal Acceptable Risk Security and Privacy Controls for Exchange ([MARS-E 2.0](#)) or the current standard required by federal and state rules.
- 7.2.3.11. Data centers, and other technology facilities, should meet or exceed a Tier 4 uptime rating.
- 7.2.3.12. Safeguarding of personally identifiable information (PII) and FTI by encrypting user data, both in transit and at rest.
- 7.2.3.13. Minimization of the persistence of sensitive data.
- 7.2.3.14. Provision of geo-blocking to prevent system access from outside of the United States.
- 7.2.3.15. Compliant with all the Requirements for Non-State Hosted Applications/Services, as attached in **Appendix D: Requirements for Non-State Hosted Applications/Services**.
- 7.2.3.16. Use of hardware and software that shall be kept current with the supplier's latest supported software releases both during implementation and all subsequent hosting and M&O years. This includes but is not limited to the operating systems, all third-party software, all Selected Offeror-provided software, and all tools and non-operating software (e.g., monitoring tools, project management tools, reporting tools).
- 7.2.3.17. Provision to the State of Illinois of the Selected Offeror's most recent Voluntary Product Accessibility Template (VPAT).
- 7.2.3.18. Provision, if requested by the State, of a brief demonstration of accessibility features, including operation with keyboard-only commands, compliance with browser or device zoom and high-contrast settings, and compatibility with screen reading technologies.
- 7.2.3.19. Support of all interfaces as specified in **Appendix F: Required Interfaces and Systems Integration**.
- 7.2.3.20. Support of Direct Enrollment (DE) and/or Enhanced Direct Enrollment (EDE) by authorized entities, such as QHP issuers and/or web brokers, in a manner similar to direct enrollment authorized through FFE under 45 CFR §155.221, if the State elects to implement DE/EDE functionality at a future date. If the State elects to implement these DE/EDE capabilities, it will be done through the Change Management process as an enhancement.

7.3. CAC Requirements

The SOW1 requirements below outline the specific requirements for the initial implementation of the SBE for Plan Year 2026. After initial implementation, the State may direct the Selected Offeror to implement SOW2 to provide significant improvements to the SOW1 model by adding MAGI Medicaid eligibility and enrollment as a primary responsibility for the SBE platform.

7.3.1. CAC Requirements: Functional

In addition to the technology platform described in Sections 7.1 and 7.2 of this RFP, the State is seeking the same Offeror to provide a superior and experienced CAC and related business operations. Offerors' technical proposals should proactively identify any missing requirements or constraints, as well as any requirements or constraints in need of modification or clarification.

The State is seeking a proven Solution that has successfully supported the customer assistance functions of at least two SBEs. The State desires an Offeror with direct experience supporting SBEs, but any relevant experience supporting an ACA-compliant health insurance exchange will be considered.

The proposed Solution shall include the technology, processes, policies, and personnel required to provide all the following functions to SBE customers.

- 7.3.1.1. All aspects of the SBE shall be seamlessly integrated in real time with the CAC from both a functional and technical perspective so that any user of the system does not need to transition from one system to another to perform any functions or tasks contained within Section 7 of this RFP.
- 7.3.1.2. The CAC Solution shall provide a comprehensive customer assistance ticketing system, which can be part of or separate from the Help Desk ticketing system described in Section 7.1.23 of this RFP that is seamlessly integrated into the overall Solution's CRM system. The CAC shall serve three primary broad groups:
 - a. Users: State Business Users from primary operational areas that perform transactions on the system or retrieve information on behalf of customers. Screen sharing methods may be used to service end users.
 - b. Customers: Shoppers, applicants, enrollees, businesses, insurers, brokers, third-party representatives, etc., conducting business with the SBE using a self-service application or any other means of interaction with the State.
 - c. Partners: Other State agencies, federal agencies, or other external entities with which the SBE exchanges information.
- 7.3.1.3. The Selected Offeror shall provide a multitiered support structure and special phone numbers or phone queues for specific customer groups (e.g., brokers, assisters, insurance carriers) as requested by the State as follows:
 - a. Tier 1: First and basic level of customer support. Tier 1 support typically has generalist knowledge of the policies, processes, and Solution usage, and can guide a person through common tasks and answer common customer questions for shopping, application and enrollment, eligibility, status of an account, or any other day-to-day customer guidance, whether by phone or provision of website usage guidance. Tier 1 support can also assist customers who are unable to or uninterested in enrolling online and can provide end-to-end assistance to help customers apply for and enroll in coverage. The Solution shall support the operational needs of Tier 1

activities. For Tier 1, the Selected Offeror will provide all necessary ticketing and CRM functionality, staff, facilities, and telephony.

- b. Tier 2: Support involves detailed and specialized policy, process, Solution usage, and technical knowledge staffed by highly experienced Customer Service Representatives or supervisors where escalation is required. The Solution shall support the operational needs of Tier 2 activities. For Tier 2, the Selected Offeror will provide all necessary ticketing and CRM functionality, as well as all staff, facilities, and telephony.
- c. Tier 3: Staff are highly specialized experts in process, technical, and unique customer groups, such as brokers' or carriers' issues. The Solution shall support the operational needs of Tier 3 activities. For Tier 3, the Selected Offeror will provide all necessary ticketing and CRM functionality, staffing for process and technical support, facilities, and telephony.
- d. Tier 4: This refers to either the Selected Offeror's Help Desk, as described in Section 7.1.23 of this RFP, or other outside organizations to which the State or Selected Offeror would escalate issues, such as hardware and software vendors, vendor software support, printer maintenance, etc. Tier 4 support may be internal, such as the internal Help Desk, or contracted for specific services that are not part of the State's nor Selected Offeror's organization. The Solution shall support the operational needs of Tier 4 activities. The Selected Offeror shall provide assistance when Tier 4 is reached (i.e., when the issue is found to be related to the Solution), until the outside organization provides a fix. For Tier 4, the Selected Offeror will provide all necessary ticketing and CRM functionality, access to the third parties as indicated above, facilities, and telephony.

- 7.3.1.4. The Selected Offeror shall provide customer education for ACA requirements/eligibility, leveraging a combination of education delivered via the Solution, in-person education, and other educational methods and materials.
- 7.3.1.5. The Selected Offeror shall provide customer education for Medicaid/CHIP mixed household eligibility.
- 7.3.1.6. The Selected Offeror shall provide the CRM system Solution.
- 7.3.1.7. The Selected Offeror shall support direct enrollment of customers in QHPs via the Solution and, where appropriate, Selected Offeror's staff.
- 7.3.1.8. The Selected Offeror shall provide QLE/SEP eligibility verification via the Solution and, where appropriate, Selected Offeror's staff.
- 7.3.1.9. The Selected Offeror shall resolve DMI/FDSH exceptions, including but not limited to:
 - a. Review and approval of documents provided by applicants to resolve conditional eligibility DMIs or periodic data matching (PDM) DMIs.

- 7.3.1.10. The Selected Offeror shall provide user account maintenance support, including but not limited to:
 - a. Ilogin support for customers, including creating new Ilogin credentials, logging into the SBE using existing Ilogin credentials, resetting passwords, setting up and resetting MFA, resetting accounts, updating email addresses for existing Ilogin credentials, and resolving duplicate Ilogin accounts.
 - b. ILPartner support for non-customer users, including creating new ILPartner credentials, approving ILPartner credentials, resetting passwords, setting up and resetting MFA, resetting accounts, updating email addresses for existing ILPartner credentials, and resolving duplicate ILPartner accounts.
 - c. ILWorkforce support for non-customer users with IL.gov employee credentials, including coordination with the State's IT services as needed.
 - d. Coordination of user account maintenance support activities with the State's IT services, including receipt of misdirected user support requests and escalation of cases unable to be resolved using available Okta Help Desk administrative services.
- 7.3.1.11. The Selected Offeror shall support automated and, where necessary, manual routing and referrals to appropriate agencies or other entities for inquiries beyond the scope of the SBE through resolution.
- 7.3.1.12. The Selected Offeror shall support ticketing and related manual efforts to record incidents, questions, issues, and resolutions.
- 7.3.1.13. The Solution shall support outbound messaging, including but not limited to outbound messaging either individually or as part of a broader campaign for a segment of the customer base or the entire customer base. Messaging includes but is not limited to outbound phone calls, auto dialer calls with prerecorded messages, SMS, and emails.
- 7.3.1.14. The Selected Offeror shall provide automated and manual ticket escalation support.
- 7.3.1.15. The Selected Offeror shall have automated customer complaint resolution processes and staff support (i.e., Tier 1 support).
- 7.3.1.16. The Selected Offeror shall have automated and staffing support for escalated customer complaint resolution support (i.e., Tier 2 support).
- 7.3.1.17. The Selected Offeror shall provide producer, broker, and agent support.
- 7.3.1.18. The Selected Offeror shall provide navigator and assister support.
- 7.3.1.19. The Selected Offeror shall provide QHP insurance carrier support, including but not limited to the handling of inbound call transfers from insurer CAC staff, transfer of customers to the insurer's CAC for appropriate topics only handled by the insurer, resolution of customer-reported enrollment discrepancy issues,

resolution of insurer-reported enrollment discrepancy issues, and user login support access for any insurer user roles.

- 7.3.1.20. The Selected Offeror shall provide automated and staffing support for eligibility appeals processing.
 - 7.3.1.21. The Selected Offeror shall provide automated and staffing support for informal appeals resolution.
 - 7.3.1.22. The Selected Offeror shall attend and provide assistance with appeals hearings.
 - 7.3.1.23. The Selected Offeror shall use the Solution and staffing support to create individual case briefs for qualified individual exception requests, novel appeal scenarios, and other relevant scenarios. Case briefs must include the individual request being reviewed, the reason for which the State review is required, and all supporting documentation related to the case, including but not limited to CAC encounter logs, CAC encounter transcripts, system records, eligibility applications, and enrollment details.
 - 7.3.1.24. The Selected Offeror shall conduct automated and/or staff-led customer satisfaction surveys.
 - 7.3.1.25. The Selected Offeror shall automate the processing of incoming mail and all necessary manual processes to enter the mail into the solution for continued workflow processing.
 - 7.3.1.26. The Selected Offeror shall perform quality assurance monitoring on all inbound and outbound contacts.
 - 7.3.1.27. The Selected Offeror shall provide staffing, scheduling, and workforce management.
 - 7.3.1.28. The Selected Offeror shall provide training to CAC staff.
 - 7.3.1.29. The Selected Offeror shall conduct caseload and call volume forecasting.
 - 7.3.1.30. The Selected Offeror shall perform monitoring of benchmarks/performance indicators.
 - 7.3.1.31. The CAC Solution shall report on benchmarks/performance indicators.
 - 7.3.1.32. The CAC Solution shall provide security/privacy oversight and monitoring, including but not limited to Health Insurance Portability and Accountability Act of 1996 (HIPAA), physical security, cybersecurity, FTI, etc.
- 7.3.2. CAC Requirements: Technical
- 7.3.2.1. The Selected Offeror shall establish state-owned toll-free public inquiry phone number(s), which will be owned by the State after the contract ends.
 - 7.3.2.2. The Solution shall provide a telephonic system, including Interactive Voice Response (IVR) functionality.

- 7.3.2.3. The Solution shall perform geo-blocking to prevent system access from outside of the United States.
- 7.3.2.4. The Solution shall provide an automated chat function that integrates with both the SBE portal(s) and, if requested by DOI, the State's public website pages. The automated chat function shall provide non-technical users with the ability to review and analyze questions asked for common trends and maintain automated responses dynamically.
- 7.3.2.5. The Selected Offeror, leveraging the Solution, shall provide live chat functionality that is integrated with the SBE portal(s) and, if requested by the State, with the State's public website pages. This applies to live chats initiated outside of secure login and from within a secure login portal.
- 7.3.2.6. The Solution's IVR telephonic system shall provide content-specific messages as approved by the State in English, Spanish, and other languages as required by the State. The State shall provide script for other non-English and Spanish languages for the Selected Offeror to implement. The IVR shall be available to respond to customer calls twenty-four (24) hours per day, seven (7) days per week, and three hundred and sixty-five (365) or three hundred and sixty-six days per year.
- 7.3.2.7. The Solution's telephony Solution shall support intuitive and easy to follow self-service functions and include an option for the caller to speak to a live representative at any time during the call.
- 7.3.2.8. The Solution shall provide the ability to monitor and report on real-time historical CAC activity, as well as generate reports on call volume, average wait time, average talk time, abandoned calls, and other statistics.
- 7.3.2.9. The Solution's telephony system shall perform skills-based routing that assigns incoming calls to CAC staff with the skills to handle the call, including bilingual skills.
- 7.3.2.10. The Solution's telephony system should have the ability to record one hundred percent (100%) of incoming and outgoing calls for quality assurance.
- 7.3.2.11. The Solution and CAC staff shall have the ability to offer customer satisfaction surveys to gather caller feedback. The State shall approve the survey, and the Selected Offeror shall report results to the State on a monthly basis.
- 7.3.2.12. The solution shall have the ability to transfer customers to other State agencies as appropriate and minimize the need for the customer to dial multiple numbers.
- 7.3.2.13. The CAC shall, through automation and human functions and processes, support Courtesy Callback functionality that allows customers to request a callback from a live representative rather than wait in queue, as well as not lose their position

in the queue. This functionality shall be configurable in real time based on call volume, agent availability, and average wait time.

- 7.3.2.14. The Selected Offeror shall implement and maintain a CRM system used to document one hundred percent (100%) of incoming/outgoing contacts.
- 7.3.2.15. The Solution's CRM system shall interface with document management technology and document one hundred percent (100%) of mailed, email, SMSed, and faxed correspondence.
- 7.3.2.16. The Solution's CRM system shall be used to assign all contacts that are not fully resolved to a workflow queue that supports multiple levels of assignment, including escalation to State staff, and provides alerts to individuals assigned a workflow item.
- 7.3.2.17. The Selected Offeror shall provide the State and its designees with secure web-based access to the CRM system and train designated State staff on its use.
- 7.3.2.18. The Selected Offeror shall implement and maintain a knowledge management system (KMS) that serves as an electronic repository of information and resources that support CAC staff.
- 7.3.2.19. The Selected Offeror shall provide a KMS and Learning Management System (LMS) as part of the Solution for use by Customer Service Representatives and SBE staff. Resources within the KMS and LMS include but are not limited to training materials, reference materials, frequently asked questions (FAQ) documents, scripts, and policies. The KMS and LMS shall be available to the State at all times.

7.3.3. CAC Requirements: Other

The proposed Solution shall satisfy all the following specific requirements:

- 7.3.3.1. The Selected Offeror shall support normal CAC hours of operation of Monday–Friday, 8:00 AM to 8:00 PM Central Time, not including state holidays. Additionally, the Selected Offeror shall expand upon those hours upon the State's request.
- 7.3.3.2. All CAC staff and technology must be residents living within the continental United States.
- 7.3.3.3. CAC staff shall utilize the IT platform to support the functions defined in Section 7 of this RFP.
- 7.3.3.4. The Solution shall provide an LMS which the Selected Offeror shall maintain and keep current.
- 7.3.3.5. The Selected Offeror's Solution shall be equipped with a telecommunications device and/or service for the hearing impaired at no cost to the caller.
- 7.3.3.6. The Selected Offeror shall provide customers with live interpretation services for at least 150 languages, including but not limited to the fifteen (15) most

frequently spoken languages in Illinois, with as minimal an interruption to the call as possible. The cost of these services is part of the overall costs for the CAC. The Selected Offeror shall provide comprehensive reporting of these services in real time and in predefined ad hoc reports so that analysis of metrics, including but not limited to usage levels, handle times, and other call center measures, can be analyzed based on specific languages.

- 7.3.3.7. The Selected Offeror shall maintain staffing at adequate levels to ensure high-quality customer service and meet service-level expectations.
- 7.3.3.8. The Selected Offeror shall appropriately train and certify all CAC staff for the secure handling and processing of sensitive information, including PII, FTI (in accordance with IRS Pub 1075), and HIPAA-protected data. The State shall approve all training materials prior to their use for formal training.
- 7.3.3.9. The proposed Solution shall assure that CAC staff comply with the substantive requirements of Navigator Certification Act ([215 ILCS 121](#)).
- 7.3.3.10. Enabling and disabling of recording of phone conversations and voice signatures shall be a setting easily configured and adjusted by a State Business User. Such controls, at a minimum, shall allow for “record all,” “record none,” “record randomly,” “record by selected agent or agent skillset,” etc. Recordings shall easily be available to call center and State staff members for a length of time consistent with the State’s record retention requirements. The telephone call must also capture, store, and provide retrieval of recorded signatures as required by the ACA and applicable Medicaid rules and regulations. The Solution should also allow for the long-term archival of recordings and voice signatures in a manner that is consistent with the State’s record retention requirements.
- 7.3.3.11. The proposed Solution shall allow for the real-time monitoring of phone conversations by call center supervisors/trainers or State staff in a manner compliant with federal and state laws.

7.4. Mail Operations Requirements

The SOW1 requirements below outline the specific requirements for initial implementation of the SBE for Plan Year 2026.

7.4.1. Mail Operations Requirements: Functional

- 7.4.1.1. In addition to the requirements described in Sections 7.2 and 7.3 of this RFP, the State is seeking the Selected Offeror to provide a mailroom operation as specified in Section 7.4 of this RFP. Offerors’ technical proposals should proactively identify any missing requirements or constraints, or any requirements or constraints in need of modification or clarification. The State is seeking a proven Solution that has successfully supported a mailroom. The State desires an Offeror with direct experience supporting an SBE but will consider any relevant experience supporting an ACA-compliant exchange. The proposed

Solution should include both the technology and personnel required to provide all the following functions:

- a. The ability to process all inbound mail, faxes, and electronic documents.
 - b. Digitization of each document.
 - c. Capture, production, and management of electronic documents, including electronic documents resulting from scanning paper documents.
 - d. Inclusion of document dates/time stamps.
 - e. Support of the delivery of documents using the method preferred by a customer (e.g., print/mail, fax, email) in accordance with pertinent laws and regulations.
 - f. When applicable, linkage of documents to a particular customer and use of that customer index throughout the mail, printing, and digitization process. This will involve using a standard naming convention and allowing for viewing and processing by staff.
 - g. Refiling/re-indexing documents.
 - h. Linkage of documents to other pertinent entities with which the SBE will transact.
 - i. Destruction of printed media once the Selected Offeror has created a digitized version of the corresponding documents that the State has deemed valid.
 - j. Conversion and attachment of legacy documents to a customer's document folder.
 - k. Insertion of attachments into outbound mail for outreach and education purposes (e.g., flyers associated with specific campaigns).
 - l. Optimization of postage costs by leveraging reduced postal rates for pre-sort (i.e., Postal Zip Sort).
 - m. Staffing of mailroom personnel who shall utilize the SBE and CAC technology platform to support the functions defined in this section.
- 7.4.1.2. The Selected Offeror shall increase staffing levels as necessary to ensure that benchmarks and target performance levels are met during each OEP and year-round.
- 7.4.1.3. The Selected Offeror shall appropriately train and certify all mailroom personnel for the secure handling and processing of sensitive information, including PII, FTI, and HIPAA-protected data.
- 7.4.1.4. The Selected Offeror shall conduct real-time monitoring of mailroom operations to ensure adherence to all applicable requirements, including information

security and privacy, confidentiality assurance requirements, and security audit requirements.

7.4.2. Mailroom Operations Requirements: Technical

7.4.2.1. The Selected Offeror shall establish and maintain an Illinois mailing address and toll-free fax number at the principal place of operations for receiving and processing member correspondence and undeliverable mail. The Selected Offeror shall implement and maintain a document management system (DMS) to scan and convert all mailed, emailed, or faxed correspondence to an electronic format and then store it, as well as allow for searching and reporting functionality.

7.4.2.2. The Solution shall integrate the DMS with CAC systems (specifically, the CRM system), simultaneously accessing and viewing structured data about a customer, electronic copies of documents sent by the customer to the SBE, and electronic copies of documents sent by the SBE to the customer.

7.5. Medicaid Alignment and Coordination Requirements

7.5.1. The implementation of the SBE, as outlined in the previous requirements sections, is designed to generally mimic the FFE structure to focus on a smooth transition from the FFE to the SBE. However, the State recognizes many aspects of the FFE structure that are antithetical to the State's goals of a seamless customer experience and improved efficiencies. Therefore, the State may implement SOW2, which will be effective after the initial SBE implementation is completed and no earlier than Plan Year 2028. In addition to the core functionality described in the previous requirements sections, the solution will be responsible for MAGI Medicaid eligibility determinations and verifications, as well as MAGI Medicaid plan selections, in SOW2. If the State elects to move forward with SOW2, the Medicaid agency, HFS, will remain responsible for CAC services for MAGI Medicaid programs. While the SBE will continue to screen potential eligibility for non-MAGI Medicaid programs, HFS will remain responsible for non-MAGI Medicaid eligibility determinations, verifications, plan selections, enrollments, and CAC services. In addition, HFS' Medicaid Management Information System (MMIS) will continue to be the system of record for MAGI Medicaid and non-MAGI Medicaid enrollments, as well as communication of Medicaid enrollments from MMIS to Medicaid insurers. The SBE will communicate MAGI Medicaid plan selections to the MMIS.

7.5.2. SOW2: At a future date (likely Plan Year 2028 or later), if the State decides to move forward with SOW2, the Selected Offeror will support the SBE's transition to a seamless approach to QHP and MAGI Medicaid eligibility determinations and plan selections. The solution shall support the requirements detailed below.

7.5.2.1. Eligibility determinations for MAGI Medicaid, including but not limited to:

a. Eligibility verifications using FDSH and all available electronic data sources.

- b. Eligibility verification supported by the SBE platform by review and approval of documents provided by the applicant, including updating eligibility if an applicant does not provide sufficient documentation as required. The HFS CAC will be responsible for completing the verification, review, and approval process.
 - c. Solution performance of eligibility determinations for other state medical programs with MAGI income-based eligibility rules, including but not limited to HBIA.
 - d. SBE CAC responsibility for reviewing documents provided to HFS for purposes of MAGI Medicaid or non-MAGI Medicaid eligibility if the Medicaid applicant's household includes QHP-eligible individuals. The SBE CAC will review documents in the non-MAGI Medicaid system to attempt to resolve outstanding verifications or DMIs for QHP eligibility determination purposes.
 - e. Annual redetermination of eligibility, including ex parte renewal eligibility determinations.
 - f. EDI communication of MAGI Medicaid eligibility determinations to the MMIS.
 - g. Updates to MAGI Medicaid eligibility determinations based on Medicaid appeals, including but not limited to reenrollment pending appeal and eligibility based on appeal outcomes.
- 7.5.2.2. Plan shopping and benefit details for MAGI Medicaid-eligible individuals, including but not limited to:
- a. Medicaid plan comparison.
 - b. Customer decision support tools, including but not limited to integrated provider directory, prescription drug formulary search, and quality ratings.
- 7.5.2.3. Anonymous plan comparison of Medicaid health plans, including but not limited to:
- a. Medicaid health plans for individuals pre-screened as MAGI Medicaid-eligible.
- 7.5.2.4. Plan management functions for Medicaid health plans, including but not limited to:
- a. Loading of Medicaid plan benefits, service areas, and other required plan details in the format used by Medicaid insurers.
 - b. Plan preview for Medicaid carriers during recurring data correction windows.
 - c. Medicaid health plan mapping or "cross-walking" during renewals.

- d. Certification and decertification of Medicaid health plans.
- e. Updates of Medicaid plan data at least every 12 months or more frequently when necessary.

7.5.2.5. EDI with the state Medicaid agency, including but not limited to:

- a. Electronic reporting of MAGI Medicaid managed care plan selection information to the state Medicaid agency's MMIS.
- b. Receipt of any automatic enrollments for MAGI Medicaid individuals that are completed by HFS or the MMIS.

7.5.2.6. Reconciliation of MAGI Medicaid enrollment with the state Medicaid agency's MMIS, including but not limited to:

- a. Exchange of recurring enrollment reconciliation EDI files and identification of discrepancies. This includes working with the state Medicaid agency to understand and resolve enrollment discrepancies. The state Medicaid agency will be responsible for working with the Medicaid insurance companies on the resolution of enrollment discrepancies.
- b. Working with the state Medicaid agency to resolve enrollment discrepancies identified outside of the recurring reconciliation EDI file process, including but not limited to those that are introduced via customer complaints and appeals.
- c. Actively working on and resolving discrepancies, including any necessary support for HFS CAC customer service work, as well as resolution of enrollment-related customer service inquiries or issues.

7.5.2.7. Coordination with the HFS CAC, including but not limited to:

- a. Among households where some members of the household are eligible for QHPs and others are eligible for MAGI Medicaid or non-MAGI Medicaid, provision of full customer support services for the QHP-eligible individuals before handing off the individuals to the HFS CAC for customer support service related to the MAGI Medicaid- or non-MAGI Medicaid-eligible individuals.
- b. Conducting customer support services for any individuals requiring handoffs to HFS CAC in as seamless a manner as possible, leveraging all available tools and procedures.

7.5.2.8. Support of the State in its interactions, approvals, and data submittals to all federal and state oversight and sponsoring agencies in alignment with Section 7.1.4 of this RFP.

7.6. M&O Requirements

This section outlines the comprehensive SOW for the Selected Offeror, covering project management; conversion and migration; training; implementation; and ongoing maintenance, operation, and enhancement of the IT platform, CAC, and Mailroom services. The Selected Offeror is expected to maintain quality, comply with regulatory changes, and continuously improve the system(s) and services without additional costs to the State.

- 7.6.1. The Selected Offeror shall maintain, operate, support, and enhance the IT platform, CAC, and Mailroom. The Selected Offeror will be required to comply with SLA requirements.
- 7.6.2. The Selected Offeror's role extends beyond the deployment of the systems; it encompasses a long-term commitment to maintaining, supporting, and enhancing the IT platform, CAC, and Mailroom services, with a focus on quality, compliance, and continuous improvement, all at no additional cost to the State.
- 7.6.3. CAC Operations: The Selected Offeror shall operate, manage, enhance, and improve the CAC. This includes the implementation of the omni-channel strategy to ensure a seamless and consistent customer experience across all platforms. The CAC will handle all customer inquiries, complaints, technical support, and any other customer service-related issues, aiming to resolve issues, concerns, and needs promptly, effectively, and in accordance with SLAs. CAC operations shall also include monitoring and managing call and interaction volumes, maintaining optimal service levels, ensuring agent productivity and quality assurance, and leveraging customer feedback and data analytics to continuously improve service delivery. The Selected Offeror shall recruit, train, and develop CAC staff to equip them with the necessary skills and knowledge to meet and exceed customer service standards. The Selected Offeror, upon reasonable request from the State, shall make available for the State's review and feedback all recruitment, training, and other staffing-related artifacts directly involving the support of the State's CAC. The Selected Offeror shall continuously update and leverage technology to support CAC operations, workflow management, and workforce management. The Selected Offeror shall make contact center technology available for use by the State. The CAC shall operate in accordance with the State's defined operating hours. At present, those normal operating hours (not including special days or hours requested by the State) are Monday through Friday, 8:00 AM to 8:00 PM Central Time. During OEPs or special enrollment events, operating hours may expand to be inclusive of weekends and holidays.
- 7.6.4. Mailroom Operations: The Selected Offeror shall operate, manage, enhance, and improve the Mailroom. The Mailroom will handle all customer inbound, outbound, returned, and any other physical mail promptly, effectively, and in accordance with SLAs as specified in **Appendix H**. Mailroom operations shall also include monitoring and managing mail volumes, maintaining optimal service levels, mail processing productivity and quality assurance, and leveraging customer feedback and data analytics to continuously improve service delivery. The Selected Offeror shall recruit, train, and develop Mailroom staff to equip them with the necessary skills and knowledge to meet and exceed customer service standards. The Selected Offeror, upon reasonable request

from the State, shall make available for the State's review and feedback all recruitment, training, and other staffing-related artifacts directly involving the support of the State's Mailroom. The Selected Offeror shall continuously update and leverage technology to support Mailroom operations, workflow management, and workforce management.

- 7.6.5. Comprehensive Maintenance: The Selected Offeror shall provide regular system maintenance to ensure optimal performance. The Selected Offeror is tasked with providing comprehensive maintenance services for the IT platform, CAC, and Mailroom services. This encompasses regular system checks, updates, and preventive maintenance to ensure optimal performance and uptime. The maintenance activities should proactively identify and resolve potential issues before they impact operations.
- 7.6.6. Dedicated Support: The Selected Offeror shall establish and operate a Help Desk for issue resolution. Continuous support is a critical requirement. The Selected Offeror shall establish a dedicated support system capable of addressing and resolving any operational issues promptly and in accordance with the contract and SLA requirements. This support system shall include a Help Desk accessible to the State. The Help Desk will handle inquiries, troubleshoot problems, and provide Solutions in real time.
- 7.6.7. Defect Resolution: The Selected Offeror shall correct system defects per the State's direction. The Selected Offeror shall correct any defects in the system without additional costs to the State. This includes bugs, errors, or any other issues that hinder the system's functionality, performance, or compliance with State policy or federal and state laws, rules, regulations, or guidance. The Selected Offeror shall prioritize these fixes according to severity and impact and at the State's direction, ensuring that the Selected Offeror addresses critical problems with utmost urgency.
- 7.6.8. System Enhancements: The Selected Offeror shall implement enhancements based on user feedback, changing operational requirements, and changes to federal and state laws and regulations. Whenever an enhancement or change is driven by a change in federal law or regulation that all states must implement, then the enhancement will be at no cost to the State. Any other changes or enhancements requested by the State will be addressed via a pool of 2,000 hours each calendar year and unused hours shall carry over into the next calendar year. As the SBE evolves, the Selected Offeror shall be responsible for implementing enhancements to the IT platform, CAC, and Mailroom services. These enhancements may be driven by user feedback, technological advancements, or operational requirements. The Selected Offeror shall include human-centered design processes in the enhancement of the system(s) and services. Inclusion of human-centered design shall include State staff, stakeholders, and customers. The aim is to continually improve system efficiency, user experience, and service delivery without additional cost to the State.
- 7.6.9. Adherence to Statutory and Regulatory Changes: The Selected Offeror shall update systems to comply with regulatory or legal changes. A vital component of the Selected Offeror's responsibilities is to adapt the systems to comply with changes in applicable federal or state laws, regulations, or guidelines. The Selected Offeror is required to make

these adjustments without additional cost to the State. This includes but is not limited to:

- 7.6.9.1. Analyzing the impact of legal and regulatory changes on the current systems.
 - 7.6.9.2. Planning and executing necessary modifications to systems and operations to ensure full compliance.
 - 7.6.9.3. Testing and validating the updates to confirm that they meet the new requirements.
- 7.6.10. Quality Assurance and Compliance: The Selected Offeror shall maintain adherence to industry standards. The Selected Offeror shall integrate quality assurance processes within all maintenance and support activities. This includes maintaining adherence to industry standards and best practices, as well as ensuring that the systems are secure, reliable, and efficient.
- 7.6.11. Reporting and Documentation: The Selected Offeror shall provide detailed reports on maintenance, support, enhancements, and compliance with SLAs in **Appendix H: Draft Service-Level Agreements and Associated Liquidated Damages**. The Selected Offeror is also expected to provide detailed reporting on maintenance, support, and enhancement activities as determined by the State. This reporting should include logs of issues, actions taken, system updates, and compliance adjustments. Additionally, the Selected Offeror shall maintain comprehensive documentation to record the evolving state of the system and services.
- 7.6.12. Collaborative Enhancement Process: The Selected Offeror shall work closely with the State to prioritize developments. In enhancing the systems, the Selected Offeror shall collaborate with the State to prioritize developments that align with strategic goals and user needs. This collaborative approach ensures that enhancements are relevant and add tangible value to the SBE IT platform, CAC, and Mailroom. The State also expects to benefit from the Selected Offeror's Solutions in use with other customers as part of this process.
- 7.6.13. Strategic Planning for Future Needs: The Selected Offeror shall anticipate and plan for future enhancements and technological trends. Beyond immediate maintenance and support, the Selected Offeror shall engage in strategic planning to anticipate future enhancements and technological trends. This proactive approach will position the individual SBE Solution, CAC, and Mailroom services to adapt and grow in alignment with the evolving health insurance exchange landscape. The Selected Offeror shall produce a product roadmap that identifies improvements to the product and services that the Selected Offeror shall deliver for use by the State.
- 7.6.14. Provision of Customer Service Representatives: The Selected Offeror shall provide Customer Service Representatives to handle all external channels of communication, including but not limited to telephonic, live chat, fax, and email communication. CAC and Mailroom staffing shall be sufficient to handle all forms of customer service within

or better than the SLAs identified in **Appendix H: Draft Service-Level Agreements and Associated Liquidated Damages.**

- 7.6.15. Support of Carrier Enrollment Reconciliation Process: The Selected Offeror shall support with such processes, including generation of monthly enrollment reconciliation files, identification of discrepancies between the SBE and carrier enrollment systems, and investigation and resolution of any enrollment discrepancies. The Selected Offeror shall be responsible for the carrier engagement and customer service work associated with identifying, triaging, resolving, and communicating about discrepancies and other reconciliation-related issues. Enrollment discrepancies include those identified through any channel, including but not limited to monthly EDI reconciliation, SBE Inbound (SBEI) reporting and policy-based payment (PBP) processes, insurer-identified enrollment issues or discrepancies, customer-identified enrollment issues, and state-identified enrollment issues or discrepancies.
- 7.6.16. Support of the MMIS Enrollment Reconciliation Process in SOW2: The Selected Offeror shall support with this process, including generation of monthly enrollment reconciliation files, identification of discrepancies between the SBE and MMIS, and investigation into and resolution of any enrollment discrepancies. The Selected Offeror shall be responsible for the carrier engagement and customer service work associated with identifying, triaging, resolving, and communicating about discrepancies and other reconciliation-related issues. Enrollment discrepancies include those identified through any channel, including but not limited to monthly enrollment issues or discrepancies, customer-identified enrollment issues, and state-identified enrollment issues or discrepancies.
- 7.6.17. Plan management functions, including but not limited to:
 - 7.6.17.1. Plan preview for QHP carriers during recurring data correction windows.
 - 7.6.17.2. Loading of QHP plan and rate data from the SERFF.
 - 7.6.17.3. Loading of Medicaid managed care plan data from HFS during SOW2.
 - 7.6.17.4. QHP mapping or “cross-walking” during renewals.
 - 7.6.17.5. Certification and decertification of QHPs.
- 7.6.18. Support of all aspects of the eligibility appeals processing.
- 7.6.19. Support of all aspects of the customer complaint resolution process.
- 7.6.20. Other SBE operational functions and services requested by the State.

7.7. Key Personnel

- 7.7.1. Key Personnel, at a minimum, shall be the Project Manager, Production Lead, CAC Manager, Implementation Manager, Training and Change Management Manager, Technical Lead, Insurer Lead, and other project/product leadership that the Selected Offeror presents to the State as qualified staff and/or considered critical to the success of the project.

- 7.7.2. The Selected Offeror shall assign to perform this contract those persons whose resumes are submitted in the Selected Offeror's response as Key Personnel.
- 7.7.3. The identified Key Personnel may be required to provide services on site. Offerors shall propose the most effective arrangement of on- and off-site resources to deliver the services in the timeframe required.
- 7.7.4. The State may request additional Key Personnel or other resources to provide services on site. The Selected Offeror may designate all Key Personnel and other resources to provide on-site services.
- 7.7.5. Offshore resources are only permitted with documented approval of the State. The Selected Offeror shall ensure that it complies with all applicable laws, regulations, and guidelines regarding offshore participation, including but not limited to data privacy, data export, protection of PII, etc.
- 7.7.6. If any individual proposed as Key Personnel becomes unavailable throughout the solicitation and evaluation process, the Selected Offeror shall notify the State immediately and propose a substitute individual and resume. The State retains the right to approve or reject any proposed substitution. All requests for substitutions/additions of Key Personnel must include a detailed explanation of the circumstances necessitating the proposed substitution or addition and a complete resume for the proposed substitute or addition, including skills, experience, education, training, and security level. As determined by the State, all proposed substitutes/additions must have qualifications that meet or exceed the qualifications of the person to be replaced.
- 7.7.7. The Selected Offeror shall agree that, in the event that a change in personnel, either Key or non-Key, is necessary during the duration of the contract, the Selected Offeror will provide prompt written notice to the State of the proposed change and adhere to all related SLAs. If the personnel change is a result of a non-emergency, the Selected Offeror shall provide the State an advance ten (10) business-day written notice. For personnel changes that result from an emergency, the Selected Offeror's Project Manager shall provide immediate written notice to the State. The State has the right to accept or reject all personnel. All Offeror personnel must comply with the requirements set forth in this RFP.
- 7.7.8. The State will evaluate any request(s) for substitutions/additions of Key Personnel, and the State will notify the Selected Offeror of approval or disapproval in writing. Disapproval of a proposed individual(s) shall not provide grounds for non-performance by the Selected Offeror, nor form the basis of any claim for monies, delivery schedule extension, or any other equitable adjustment.
- 7.7.9. If a potential Offeror proposes to use any teaming or subcontractor arrangements, then the Offeror must provide a description that includes company names, personnel, and the parts of performance to be provided. Because teaming and subcontractor arrangements are not the same, the Offeror shall identify clearly if it is proposing a teaming or subcontractor arrangement.

- 7.7.10. The State reserves the right to accept or reject any or all project personnel. All Offeror personnel must comply with the requirements set forth in this RFP and any additional subsequent requirements that the State deems necessary upon notice from the State. The State reserves the right to request reference information for any or all proposed positions.

7.8. Subcontracting

- 7.8.1. A subcontractor is a person or entity that enters into a contractual agreement with a total value of \$100,000 or more with a person or entity who has a contract subject to the Illinois Procurement Code pursuant to which the person or entity provides some or all of the goods, services, real property, remuneration, or other monetary forms of consideration that are the subject of the primary State contract, including subleases from a lessee of a State contract. If the Offeror is to utilize subcontractors, the Offeror must identify subcontractors expected to receive \$100,000 or more annually under the contract and disclose the expected amount of money that each will receive in the Offeror/Vendor Disclosure Form.
- 7.8.2. The Selected Offeror shall notify the State of any additional or substitute subcontractors hired during the term of the contract. If required, Offeror shall provide the State with a copy of all such subcontracts within fifteen (15) days after execution of the contract or subcontract, whichever occurs later.
- 7.8.3. Any subcontracts into which the Selected Offeror enters prior to the award of the contract are done at the sole risk of the Selected Offeror and subcontractor(s).

7.9. Where Services Are to be Performed

- 7.9.1. All billable services performed under the resulting contract by the Selected Offeror and its subcontractors, including but not limited to consultation, design, development, implementation, M&O, training, Help Desk, and State data management, shall be performed and stored in the continental United States. This section does not apply to the purchase of software licenses or other incidental supplies utilized under the resulting contract provided the Selected Offeror meets the above provisions above. This information and the economic impact on Illinois and its residents may be considered in the evaluation. If the Selected Offeror performs billable services purchased hereunder in another country in violation of this provision, such action shall be deemed by the State as a breach of contract by the Selected Offeror and the State may execute all contractual remedies.
- 7.9.2. Throughout the term of this contract, the Selected Offeror shall disclose the locations where the services required shall be performed and the known or anticipated value of the services to be performed at each location. If the Selected Offeror received additional consideration in the evaluation based on work being performed in the United States, it shall be a breach of contract if the Selected Offeror shifts any such work outside of the United States. While not required, the State would prefer CAC services to be performed and located in the State of Illinois.

8. Cost Proposal

8.1. Pricing Guidelines

The information requested in Section 8 of this RFP shall constitute the cost proposal. The Offeror shall deliver the cost proposal electronically as a separate file and must not include it in any part of the technical proposal. The Offeror should break down the total proposed cost into the components set forth in the Cost Response Template. The Offeror should not include any assumptions in its cost proposal. If the Offeror includes assumptions in its cost proposal, the Issuing Office may reject the proposal. The Offeror should direct any questions about whether a cost or other component is included or applies in writing to the Procurement Manager pursuant to Section 4.2 of this RFP. All Offerors will then have the benefit of the Issuing Office's written answer so that all Offerors submit costs on the same basis. The State will consider costs associated with the base contract term and renewal terms for cost scoring purposes.

The State will reimburse the Selected Offeror for work satisfactorily performed after execution of a written contract and the start of the contract term in accordance with contract requirements and only after the State has issued a notice to proceed. The SBE's operations will be primarily funded by fee-based revenue, assessed for Plan Year 2026 as a percentage of on-Exchange premiums in Illinois. For Plan Year 2025, the State will receive 0.5% of on-Exchange premiums in Illinois to fund implementation and transition costs. The State's revenue stream will begin in earnest in Plan Year 2026, during which the State will collect the full on-Exchange premium user fee.

The costs in the Cost Response Template are the only costs that will be utilized in the scoring of the costs for this RFP. In addition, the Offeror understands and acknowledges that by submitting these costs, payments for services will be made as follows.

For the initial implementation of the SBE, there will be an initial Design, Development, and Implementation (DDI) payment of \$10,000,000, which will be associated with the acceptance of the Project Plan and Timeline for IT Platform Phases One and Two deliverable. This will allow the State to verify project progress to the State's satisfaction. The remaining DDI and Transition to Production Operations (TPO) costs will be associated with a successful go-live and OEP. Successful go-live and OEP will include the delivery and acceptance of all related project deliverables to the satisfaction of the State. These costs will be amortized evenly across the remaining initial contract years and paid annually starting in State Fiscal Year 2027, which runs from July 2026 to June 2027, and ending in State Fiscal Year 2030. M&O payments will be incurred starting in February 2026 and paid monthly.

For the implementation and deployment of SBE and MAGI Medicaid Integration in SOW2, the State assumes that funding will be available to cover DDI and TPO costs and that amortization of these costs will not be necessary. Payments for DDI and TPO will be tied to the delivery and acceptance of all related project deliverables to the satisfaction of the State.

M&O costs for optional contract years will also be invoiced and paid monthly. These optional contract year costs may not exceed a five percent (5%) increase from the correlating costs in the prior year.

9. Contractual Terms

9.1. Precedence of Terms

Should there be an agreement between the parties, such an agreement shall consist of all documents listed in Section 9 of this RFP. Except as otherwise expressly stated in the event of a conflict between or among the provisions contained in these documents, the following order of precedence shall control:

- 9.1.1. The Terms and Conditions contained in Section 9 of this RFP.
- 9.1.2. Request for Proposal.
- 9.1.3. "Bridging Document."
- 9.1.4. Offeror's Response to the RFP.
- 9.1.5. Other.

9.2. Term and Termination

- 9.2.1. Term of this Contract: This contract has an initial term of five (5) years. If a start date is not identified, the term shall commence upon the last dated signature of the parties.
- 9.2.2. In no event will the total term of this contract, including the initial term, any renewal terms, and any extensions, exceed ten (10) years.
 - 9.2.2.1. The Selected Offeror shall not commence billable work in furtherance of this contract prior to final execution of this contract except when permitted pursuant to 30 ILCS 500/20-80.

9.3. Renewal

- 9.3.1. Subject to the maximum total term identified above, the State has the option to renew for the following term(s): Four (4) years in any one of the following manners:
 - 9.3.1.1. One renewal covering the entire renewal allowance;
 - 9.3.1.2. Individual one-year renewals; or
 - 9.3.1.3. Any combination of full or partial renewals up to any, including the entire renewal, allowance.
- 9.3.2. The pricing section of this RFP shows the pricing for the renewal term(s), or the formula for determining cost.
- 9.3.3. Any renewal of this contract is subject to the same terms and conditions as they apply to the initial term of the contract unless otherwise provided in the cost section of this RFP. The State may renew this contract for any or all of the option periods specified, exercise any of the renewal options early, and exercise more than one option at a time based on continuing needs and favorable market conditions when in the best interest of

the State. This contract may neither be renewed automatically nor renewed solely at the Selected Offeror's option.

9.4. Termination for Cause

The State may terminate this contract, in whole or in part, immediately upon notice to the Selected Offeror if (1) the State determines that the actions or inactions of the Selected Offeror, its agents, employees, or subcontractors have caused, or reasonably could cause, jeopardy to health, safety, or property; or (2) the Selected Offeror has notified the State that it is unable or unwilling to perform this contract.

If the Selected Offeror fails to perform any material requirement of this contract to the State's satisfaction, violates a material provision of this contract, or the State determines that the Selected Offeror lacks the financial resources to perform the contract, then the State shall provide written notice to the Selected Offeror to cure the problem identified within the period specified in the State's written notice. If not cured by that date, the State may either:

- (1) Immediately terminate this contract without additional written notice; or,
- (2) Enforce the terms and conditions of this contract.

For termination due to any of the causes contained in this section of the RFP, the State retains its right to seek any available legal or equitable remedies and damages.

9.5. Termination for Convenience

The State may, for its convenience and with thirty (30) days' prior written notice to the Selected Offeror, terminate this contract in whole or in part and without payment of any penalty or incurring any further obligation to the Selected Offeror.

- 9.5.1. Upon submission of invoices and proof of claims, the Selected Offeror shall be entitled to compensation for supplies and services provided in compliance with this contract up to and including the date of termination.

9.6. Availability of Appropriation

This contract is contingent upon and subject to the availability of funds. The State, at its sole option, may terminate or suspend this contract in whole or in part without penalty or further payment being required if the (1) Illinois General Assembly or federal funding source fails to make an appropriation sufficient to pay such obligation, or if funds needed are insufficient for any reason (30 ILCS 500/20-60); (2) Governor decreases the State's funding by reserving some or all of the State's appropriation(s) pursuant to power delegated to the Governor by the Illinois General Assembly; or (3) State determines, in its sole discretion or as directed by the Office of the Governor, that a reduction is necessary or advisable based upon actual or projected budgetary considerations. The Selected Offeror will be notified in writing of the failure of appropriation or a reduction or decrease.

9.7. Payment Terms and Conditions

- 9.7.1. Late Payment: Payments, including late payment charges, will be paid in accordance with the State Prompt Payment Act and rules when applicable. 30 ILCS 540; 74 ILL. ADM.

Code 900. This shall be the Selected Offeror's sole remedy for late payments by the State. Payment terms contained in the Selected Offeror's invoices shall have no force or effect.

9.7.2. Expenses: The State will not pay for supplies provided or services rendered, including related expenses, incurred prior to the execution of this contract by the parties even if the effective date of this contract is prior to execution.

9.7.3. Prevailing Wage: As a condition of receiving payment, the Selected Offeror must:

- 9.7.3.1. Be in compliance with this contract;
- 9.7.3.2. Pay its employees prevailing wages when required by law;
- 9.7.3.3. Pay its suppliers and subcontractors according to the terms of their respective contracts; and
- 9.7.3.4. Provide lien waivers to the State upon request.

Examples of prevailing wage categories include public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resource services, security guard services, and food services. The Illinois DOL revises the prevailing wages, available on the Illinois DOL's official website, which shall be deemed proper notification of any rate changes under this subsection. The Selected Offeror is responsible for contacting the Illinois DOL via phone at 217-782-6206 or the [Labor Website](#) to ensure an understanding of prevailing wage requirements.

9.8. Invoicing

By submitting an invoice, the Selected Offeror certifies that the supplies or services provided meet all requirements of this contract and the amount billed, as well as that expenses incurred are as allowed in this contract. Invoices for supplies purchased, services performed, and expenses incurred through June 30 of any year must be submitted to the State no later than July 31 of that year; otherwise, the Selected Offeror may be required to seek payment through the Illinois Court of Claims (30 ILCS 105/25). All invoices are subject to statutory offset. 30 ILCS 210.

- 9.8.1. The Selected Offeror shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, the Selected Offeror may request the applicable State's Illinois tax exemption number and federal tax exemption information.
- 9.8.2. The Selected Offeror shall invoice at the completion of this contract unless invoicing is tied in this contract to milestones, deliverables, or other invoicing requirements agreed to therein.

9.9. Invoicing Address

The Selected Offeror shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract.

Send invoices to:

Illinois Department of Insurance

Attn: Fiscal (SBE 02)
320 West Washington Street
Springfield, IL 62767

Email Address: doi.vendorinvoices@illinois.gov

9.10. No Obligation

This RFP in no manner obligates the State to use any of the Selected Offeror's services unless and until a valid written contract is awarded and approved by all appropriate State authorities.

9.11. Basis for Proposal

Only information supplied in writing by the Procurement Manager or contained in this RFP shall be used as the basis for the preparation of Offeror proposals.

9.12. Change in Contractor Representatives

The State reserves the right to require a change in contractor representatives if the assigned representative(s) is (are) not, in the opinion of the State, adequately meeting the needs of the State.

9.13. Federal Funding

This contract may be partially or completely funded with federal funds. If federal funds are expected to be used, then the percentage of the goods/services paid using federal funds and the total federal funds expected to be used will be provided to the Selected Offeror in the notice of intent to award.

9.14. Assignment

This contract may not be assigned or transferred in whole or in part by the Selected Offeror without the prior written consent of the State.

9.15. Subcontracting

For purposes of this section of the RFP, subcontractors are those specifically hired to perform all or part of the work covered by this contract. The Selected Offeror must receive prior written approval before use of any subcontractors in the performance of this contract. If required, the Selected Offeror shall provide a copy of any subcontracts within fifteen (15) days after execution of this contract. All subcontracts must include the same certifications that the Selected Offeror must make as a condition of this contract. The Selected Offeror shall include in each subcontract the subcontractor certifications as shown on the Standard Illinois Certification form available from the State. If the Selected Offeror adds or changes any subcontractors at any time during the term of the contract, then the Selected Offeror must promptly notify, by written amendment to the contract, the names, addresses, and expected amount of money that each new or replaced subcontractor will receive pursuant to the contract.

9.16. Audit/Retention of Records

The Selected Offeror and its subcontractors shall maintain books and records relating to the performance of this contract and any subcontract necessary to support amounts charged to the State pursuant this contract or subcontract. The Selected Offeror shall maintain books and records,

including information stored in databases or other computer systems, for a period of three (3) years from the later of the date of final payment under this contract or completion of the contract, and by the subcontractor(s) for a period of three (3) years from the later of the date of final payment under the term or completion of the subcontract. If federal funds are used to pay contract costs, the Selected Offeror and its subcontractors must retain its respective records for five (5) years. Books and records required to be maintained under this section shall be available for review or audit by representatives of the State, Auditor General, Executive Inspector General, Chief Procurement Officer, State of Illinois internal auditors, or other governmental entities with monitoring authority upon reasonable notice and during normal business hours. The Selected Offeror and its subcontractors shall cooperate fully with any such audit and investigation conducted by any of these entities. Failure to maintain books and records required by this section shall establish a presumption in favor of the State for the recovery of any funds paid by the State under this contract or any subcontract for which adequate books and records are not available to support the purported disbursement. The Selected Offeror or subcontractors shall not impose a charge for audit or examination of the Selected Offeror's or subcontractor's books and records (30 ILCS 500/20-65).

9.17. Time is Of the Essence

Time is of the essence with respect to Selected Offeror's performance of this contract. The Selected Offeror shall continue to perform its obligations while any dispute concerning this contract is being resolved unless otherwise directed by the State.

9.18. No Waiver of Rights

Except as specifically waived in writing, failure by a party to exercise or enforce a right does not waive that party's right to exercise or enforce that or other rights in the future.

9.19. Force Majeure

Failure by either party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control and not due to its negligence, including acts of nature, acts of terrorism, riots, labor disputes, fire, flood, explosion, and governmental prohibition. The non-declaring party may cancel this contract without penalty if performance does not resume within thirty (30) days after the declaration. Epidemic or pandemic is not considered a force majeure event and is subject to the obligations identified in the Selected Offeror's proposal.

9.20. Confidential Information

Each party to this contract, including its agents and subcontractors, may have or gain access to confidential data or information owned or maintained by the other party while carrying out its responsibilities under this contract. The Selected Offeror shall presume all information received from the State or to which it gains access pursuant to this contract is confidential. Selected Offeror information, unless clearly marked as confidential and exempt from disclosure under the Illinois FOIA, shall be considered public. No confidential data collected, maintained, or used during performance of this contract shall be disseminated except as authorized by law and with the written consent of the disclosing party, either during the period of this contract or thereafter. The receiving party must return all data collected, maintained, created, or used during the performance of this

contract in whatever form it is maintained promptly at the end of this contract or earlier at the request of the disclosing party, or notify the disclosing party in writing of its destruction. The foregoing obligations shall not apply to confidential data or information lawfully in the receiving party's possession prior to its acquisition from the disclosing party that were received in good faith from a third party not subject to any confidentiality obligation to the disclosing party; that now or later becomes publicly known through no breach of confidentiality obligation by the receiving party; or that is independently developed by the receiving party without the use or benefit of the disclosing party's confidential information.

9.21. Use and Ownership

All work performed, or supplies created by the Selected Offeror under this contract, whether written documents or data, goods, or deliverables of any kind, shall be deemed work-for-hire under copyright law and all intellectual property and other laws. The State of Illinois is granted sole and exclusive ownership to all such work unless otherwise agreed upon in writing. The Selected Offeror hereby assigns to the State all right, title, and interest in and to such work, including any related intellectual property rights, and waives all claims that the Selected Offeror may have to such work, including any so-called "moral rights" in connection with the work. The Selected Offeror acknowledges that the State may use the work product for any purpose. Confidential data or information contained in such work shall be subject to the confidentiality provisions of this contract.

9.22. Indemnification and Liability

The Selected Offeror shall indemnify and hold harmless the State of Illinois its agencies, officers, employees, agents, and volunteers from any and all costs, demands, expenses, losses, claims, damages, liabilities, settlements, and judgments, including in-house and contracted attorneys' fees and expenses, arising out of any (1) breach or violation by the Selected Offeror of any of its certifications, representations, warranties, covenants, or agreements; (2) actual or alleged death or injury to any person, damage to any real or personal property, or any other damage or loss claimed to result in whole or in part from the Selected Offeror's negligent performance; (3) act, activity, or omission of the Selected Offeror or any of its employees, representatives, subcontractors, or agents; or (4) actual or alleged claim that the services or goods provided under this contract infringe, misappropriate, or otherwise violate any intellectual property (patent, copyright, trade secret, or trademark) rights of a third party. Neither party shall be liable for incidental, special, consequential, or punitive damages.

9.23. Insurance

The Selected Offeror shall, at all times during the term of this contract and any renewals or extensions, maintain and provide a Certificate of Insurance naming the State as an additional insured entity for all required bonds and insurance. Certificates may not be modified or canceled until the Selected Offeror has provided at least thirty (30) days' notice to the State. The Selected Offeror shall provide (1) General Commercial Liability insurance in the amount of the contract value in aggregate of individual occurrences, each of which may be the contract value or less (Combined Single Limit Bodily Injury and Property Damage), and the contract value for Annual Aggregate; (2) Auto Liability, including Hired Auto and Non-Owned Auto (Combined Single Limit Bodily Injury and

Property Damage), in the amount of the contract value per occurrence or less; and (2) Worker's Compensation insurance in the amount required by law. Insurance shall not limit the Selected Offeror's obligation to indemnify, defend, or settle any claims.

9.24. Independent Contractor

The Selected Offeror shall act as an independent contractor and not an agent or employee of, or joint venturer with, the State. All payments by the State shall be made on that basis.

9.25. Solicitation and Employment

The Selected Offeror shall not employ any person employed by the State during the term of this contract to perform any work under this contract. The Selected Offeror shall give notice immediately to the State if the Selected Offeror solicits or intends to solicit State employees to perform any work under this contract.

9.26. Compliance with the Law

The Selected Offeror and its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations, and orders, as well as federal circulars and all license and permit requirements in the performance of this contract. The Selected Offeror shall comply with applicable tax requirements and be current in payment of such taxes. The Selected Offeror shall obtain, at its own expense, all licenses and permissions necessary for the performance of this contract.

9.27. Governing Law

This RFP and any agreement with the Selected Offeror which may result from this procurement shall be governed by the laws of the State of Illinois.

9.28. Background Check

Whenever the State deems it reasonably necessary for federal compliance reasons, security reasons, and/or IRS Publication 1075 reasons based on access to FTI, the Selected Offeror, at its expense, shall provide criminal and driver history background checks of the Selected Offeror's and subcontractor's officers, employees, or agents. The Selected Offeror shall provide proof of successful background checks upon request. The Selected Offeror or subcontractor shall immediately reassign any individual who, in the opinion of the State, does not pass the background check.

9.29. Applicable Law

- 9.29.1. Prevailing Law: This contract shall be construed in accordance with and is subject to the laws and rules of the State of Illinois.
- 9.29.2. Equal Opportunity: The Department of Human Rights Equal Opportunity requirements are incorporated by reference (44 ADM. Code 750).
- 9.29.3. Court of Claims, Arbitration, and Sovereign Immunity: The Selected Offeror must file any claim against the State arising out of this contract exclusively with the Illinois Court of

Claims (705 ILCS 505/1). The State shall not enter binding arbitration to resolve any dispute arising out of this contract. The State of Illinois does not waive sovereign immunity by entering into this contract.

- 9.29.4. Official Text: The official text of the statutes cited herein is incorporated by reference. An unofficial version can be viewed at www.ilga.gov/legislation/ilcs/ilcs.asp.

9.30. Anti-Trust Agreement

If the Selected Offeror does not pursue any claim or cause of action it has arising under federal or state antitrust laws relating to the subject matter of this contract, then, upon request of the Illinois Attorney General, the Selected Offeror shall assign to the State all of the Selected Offeror's rights, title, and interest in and to the claim or cause of action.

9.31. Contractual Authority

The Agency that signs this contract on behalf of the State of Illinois shall be the only State entity responsible for performance and payment under this contract. When the authorized designee signs in addition to an Agency, he/she does so as an approving officer and shall have no liability to the Selected Offeror. When the authorized designee signs a master contract on behalf of State agencies, only the Agency that places an order or orders with the Selected Offeror shall have any liability to the Selected Offeror for that order or orders.

9.32. Expatriated Entities

Except in limited circumstances, no business or member of a unitary business group, as defined in the Illinois Income Tax Act, shall submit a bid for or enter a contract with a State agency if that business or any member of the unitary business group is an expatriated entity.

9.33. Notices

Notices and other communications provided for herein shall be given in writing via electronic mail whenever possible. If transmission via electronic mail is not possible, then notices and other communications shall be given in writing via registered or certified mail with return receipt requested, via receipted hand delivery, via courier (United Postal Service, Federal Express or other similar and reliable carriers), or via facsimile showing the date and time of successful receipt. Notices shall be sent to the individuals who signed this contract using the contact information following the signatures. Each such notice shall be deemed to have been provided at the time it is received. By giving notice, either party may change its contact information.

9.34. Modifications and Survival

Amendments, modifications, and waivers must be in writing and signed by Authorized Representatives of the parties. Any provision of this contract officially declared void, unenforceable, or against public policy shall be ignored, and the remaining provisions shall be interpreted, to the extent possible, to give effect to the parties' intent. All provisions that, by their nature, would be expected to survive shall survive termination. In the event of a conflict between the State's and

Selected Offeror's terms, conditions, and attachments, the State's terms, conditions, and attachments shall prevail.

9.35. Performance Record/Suspension

Upon request of the State, the Selected Offeror shall meet to discuss performance or provide contract performance updates to help ensure proper performance of this contract. The State may consider the Selected Offeror's performance under this contract and compliance with law and rule to determine whether to continue this contract, suspend the Selected Offeror from doing future business with the State for a specified period, or consider the Selected Offeror to be responsible on specific future contract opportunities.

9.36. FOIA

This contract and all related public records maintained by, provided to, or required to be provided to the State are subject to the Illinois FOIA notwithstanding any provision to the contrary that may be found in this contract (5 ILCS 140).

9.37. Schedule of Work

Any work performed on State premises shall be performed during the hours designated by the State and in a manner that does not interfere with the State and its personnel.

9.38. Warranties for Supplies and Services

- 9.38.1. The Selected Offeror warrants that the supplies furnished under this contract will (1) conform to the standards, specifications, drawings, samples, or descriptions furnished by the State or Selected Offeror and agreed to by the State, including but not limited to all specifications attached as exhibits hereto; (2) be merchantable, of good quality and workmanship, and free from defects for a period of twelve (12) months or longer if so specified in writing, as well as fit and sufficient for the intended use; (3) comply with all federal and state laws, regulations, and ordinances pertaining to the manufacturing, packing, labeling, sale, and delivery of the supplies; (4) be of good title and free and clear of all liens and encumbrances and; (5) not infringe any patent, copyright, or other intellectual property rights of any third party. The Selected Offeror agrees to reimburse the State for any losses, costs, damages, or expenses, including, without limitation, reasonable attorneys' fees and expenses arising from failure of the supplies to meet such warranties.
- 9.38.2. The Selected Offeror shall ensure to transfer all manufacturers' warranties to the State and provide copies of such warranties to the State. These warranties shall be in addition to all other warranties (express, implied, or statutory) and shall survive the State's payment, acceptance, inspection, or failure to inspect the supplies.
- 9.38.3. The Selected Offeror warrants that all services will be performed to meet the requirements of this contract in an efficient and effective manner by trained and competent personnel. The Selected Offeror shall monitor the performance of individuals and immediately reassign any individual who does not perform in accordance with this

contract, is disruptive or not respectful of others in the workplace, or in any way violates the contract or State policies.

9.39. Reporting, Status, and Monitoring Specifications

The Selected Offeror shall immediately notify the State of any event that may have a material impact on the Selected Offeror's ability to perform this contract.

9.40. Employment Tax Credit

Selected Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits (35 ILCS 5/216, 5/217). Please contact the Illinois DOR via phone at 217-524-4772 for information about tax credits.

10. Timeline, Tasks, and Deliverables

The delivery of the SBE IT platform required by this section shall be divided into three phases: (1) DDI, (2) TPO) and (3) autonomous, ongoing M&O. Each of these phases applies to both SOW1 and SOW2 under this agreement. Phases are further divided into distinct stages as appropriate to that stage. SOW1 relates to the initial SBE launch, which will include functional coordination with the Medicaid program. SOW2 relates to the fully integrated eligibility and enrollment platform for the SBE and MAGI Medicaid. The Selected Offeror must be capable of supporting SOW2 but will only implement it upon direction by the State.

10.1. Overall Deliverables

The following sections detail the deliverables associated with each stage and phase anticipated to be provided by the Selected Offeror. The following subsection identifies those deliverables that are not stage- or phase-specific.

10.1.1. Organizational Chart

10.1.1.1. The Organizational Chart shall show all functions and resources necessary to support the SBE (i.e., not just the Selected Offeror's staff and functions), including but not limited to:

- a. Illinois staff and functions.
- b. Illinois agencies, departments, etc., that have technical, operational, or policy integrations or data sharing with the SBE.
- c. Third parties, such as partners of the State or Offeror, subcontractors, etc.

The Organizational Chart is applicable to each SOW. The Selected Offeror shall deliver an Organizational Chart that is unique to SOW1 and SOW2 in accordance with dates set forth in the approved Integrated Project Schedule.

10.1.2. Integrated Project Schedule

The Integrated Project Schedule will demonstrate that the Selected Offeror has a thorough understanding of each SOW and what must be done to satisfy the project requirements and reflect the State's desire for a phased approach to implementation. The Integrated Project Schedule must include detail sufficient to give the State an understanding of how the Selected Offeror intends to:

- 10.1.2.1. Manage the work to guarantee that the Selected Offeror meets the project scope, schedule, and budget;
- 10.1.2.2. Guide work execution;
- 10.1.2.3. Utilize contractor resources for certain project activities;
- 10.1.2.4. Rely on the State and additional State resources for certain project activities;
- 10.1.2.5. Document assumptions and decisions;

- 10.1.2.6. Document risks, issues, and contingencies;
- 10.1.2.7. Facilitate communication among stakeholders; and
- 10.1.2.8. Define key management review as to content, scope, and schedule.

The Integrated Project Schedule shall be constructed in accordance with industry standards, accepted project management principles outlined in the Project Management Body of Knowledge (PMBOK®) from the Project Management Institute (PMI®) or an acceptable equivalent. Additional criteria for the Integrated Project Schedule are reflected in the following:

- 10.1.2.9. The Integrated Project Schedule shall include, at a minimum, a three (3)-level work breakdown structure, project milestones, and deliverables. Furthermore, the Integrated Project Schedule must address implementation of each phase of the project.
- 10.1.2.10. The Integrated Project Schedule shall also incorporate all locations where the Selected Offeror proposes to perform work associated with the project.
- 10.1.2.11. For this project, it will be crucial to coordinate activities and resources with pertinent State staff. Thus, in its Integrated Project Schedule, the Selected Offeror must clearly specify deliverables and dates that require the State's involvement for technical setup and project environments and the involvement of the State and other business partners in implementation activities.
- 10.1.2.12. The Selected Offeror must build, produce, maintain, and monitor the Integrated Project Schedule in a software project management tool mutually agreeable to the Selected Offeror and State.

The Integrated Project Schedule shall describe the Selected Offeror's process to complete each major project phase (i.e., Project Initiation; Requirement Elaboration and Specification Definition; Build: Configuration, Customization, and Integration; Testing; Knowledge Transfer and Training; Data Conversion and Migration; Deployment: Cutover and Acceptance; and Implementation Closeout). This will include the proposed project management methodology, milestone schedule, staffing plan, and organizational chart. The Integrated Project Schedule should also indicate the delivery dates for each subsequent deliverable in this RFP. The Selected Offeror must deliver the initial Integrated Project Schedule within forty-five (45) days after the contract effective date.

The Integrated Project Schedule is applicable to SOW1 and SOW2. The Selected Offeror shall deliver a unique Integrated Project Schedule for each SOW.

10.1.3. Functional Specifications Deliverables

Functional Specifications Documents are tied to the Requirement Elaboration and Specification Definition. Subsequent to project initiation, the Selected Offeror will undertake requirement elaboration and specification definition activities, including but not limited to design sessions/workshops with State personnel and other business partners. This will require the discovery and documentation of current business practices, including mapping and workflows for all aspects of the project identified in this RFP. This work will include eliciting and

documenting input from stakeholders to gain an understanding of user requirements and needs, working across teams to identify new workflows, and determining the user priorities of the system. The Selected Offeror must be conversant with the State's business environment to address potential roadblocks, challenges, or risks. The Selected Offeror is required to conduct a gap analysis to determine the differences and distinctions between current practices and proposed system features and functions, as well as identify Solutions to those gaps. The starting point should be functional requirements from an SBE where the Solution has been implemented.

The aim of the Requirement Elaboration and Specification Definition is to clearly outline the detailed design and configuration of the Solution and identify any required customization. This task must be completed in accordance with the dates set forth in the approved Integrated Project Schedule and must:

- 10.1.3.1. Identify required product modifications and delivery dates;
- 10.1.3.2. Determine interface requirements and delivery dates; and
- 10.1.3.3. Be modified in the Integrated Project Schedule as deemed appropriate.

The Selected Offeror shall implement the Solution in a manner that will allow for the evolution of operations and business practices with minimal impact and rework. These activities may cause the implementation and deployment plans to be modified.

It is expected that, as part of this task, the Selected Offeror will engage in an analysis of current state processes and recommendations regarding changes to these processes or the engineering of entirely new processes with the goals of facilitating implementation and enabling improvements in organizational performance, work processes and related outcomes, and customer service.

The Functional Specifications Deliverables are applicable to SOW1 and SOW2. The Selected Offeror shall deliver unique Functional Specifications Deliverables for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.4. Requirements Traceability Matrix

The Selected Offeror shall create and maintain a detailed functional Requirements Traceability Matrix throughout the project's stages and phases. The Selected Offeror will complete the matrix in accordance with the dates set forth in the approved Integrated Project Schedule. This matrix will reflect the actual configuration required to implement the system. The Selected Offeror will use this matrix throughout the life of the project, including during acceptance testing.

The Selected Offeror must demonstrate through a formal, prior-approved testing process that the Solution performs as required from various remote facilities and that the system meets or exceeds the State's functional and technical requirements. The testing process will incorporate all levels of testing, including unit/module, integration, system, and end user acceptance, in coordination with CMS regulations. The Selected Offeror and State shall mutually develop

specific written criteria for any testing that will objectively measure each functional and technical requirement.

The Requirements Traceability Matrix is applicable to SOW1 and SOW2. The Selected Offeror shall deliver a unique Requirements Traceability Matrix for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.5. Testing Plan

The Selected Offeror will submit a comprehensive Testing Plan to the State in accordance with the dates set forth in the approved Integrated Project Schedule. The State anticipates considerable collaboration with the Selected Offeror in the plan's construction. Testing will include all software components in accordance with published functions and features based on business scenarios and user friendliness. The Selected Offeror will test interfaces based on design and business scenarios. At a minimum, the Testing Plan must incorporate unit, integration, usability, performance, interface (including but not limited to testing with HFS, CMS, and insurance carriers), load, fail-over, and security vulnerability and penetration tests.

For each of the various types of tests that will need to be performed (at a minimum, unit, integration, system, user acceptance, pre-production, performance, stress, and security testing) the Testing Plan must outline the following:

1. Scope
2. Objective
3. Roles and Responsibilities
4. Test Schedule
5. Test Execution Protocol/Workflow
6. Assumptions for Test Execution
7. Constraints for Test Execution
8. Test Scripts (these must be tied to functional requirements)
9. Test Data Requirements
10. Test Resource Requirements
11. Expected Results
12. Acceptance Criteria (including item pass/fail criteria)
13. Testing Status Reports
14. Phase Completion Reports
15. Test Final Report Sign-Off
16. Testing Facilities
17. Testing Tools

18. Defect Remediation Process

The Testing Plan is applicable to SOW1 and SOW2. The Selected Offeror shall deliver a unique Requirements Traceability Matrix for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.6. Risks and Issues Management Plan

The Selected Offeror must design, implement, maintain, and monitor a Risks and Issues Management Plan to identify and mitigate risks early. The Selected Offeror must apply an industry standard risk management methodology. The Risks and Issues Management Plan will include the following elements:

1. Risk, Action Item, Issue, and Decision (RAID) Tracking Tools
2. Severity and Priority Definition for all RAIDs
3. RAID Reporting
4. RAID Tracking
5. Risk Mitigation

The Risks and Issues Management Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique Risks and Issues Management Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.7. Defect Management Plan

The Selected Offeror must identify and resolve defects pertaining to the SBE identified during testing and production after implementation. The Selected Offeror is responsible for overall defect management for the SBE and will develop the Defect Management Plan to document the process to identify, report, track, monitor, and resolve defects identified during testing and production to the State. The Selected Offeror must have a software tool that is fit-for-purpose, is mutually agreeable to both parties, and allows for the reporting, tracking, and monitoring of defects and resolution timeframes.

The Defect Management Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique Defect Management Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.8. Training Plan

The Selected Offeror shall conduct on-site knowledge transfer and training activities for the State's project team, system administrators, and end users. The aim of knowledge transfer and training is to ensure that the State's staff, including administrators and end users, have the knowledge and documentation to use and support the Solution beyond implementation.

The Selected Offeror shall discuss and reach agreement with the State on the optimal staging and provision of knowledge transfer and training activities.

The Selected Offeror will develop and execute, in cooperation with the State, a Training Plan approved by the State. The Selected Offeror shall complete the Training Plan in accordance with

the dates set forth in the approved Integrated Project Schedule and outline separate, detailed approaches for at least two distinct audiences (system administrators and end users).

For each audience, the Training Plan shall include at a minimum:

1. A recommended approach or approaches to knowledge transfer (system administrators) or training (end users). The Selected Offeror should design these approaches for adult learners possessing a variety of backgrounds, experiences, and learning styles and recommend approaches for an organization of the State's size and complexity;
2. A recommended approach to acquired skills assessment;
3. An inventory of tasks, deliverables, and resources necessary to complete the knowledge transfer or training effort, including tools and documentation necessary to support the proposed effort. For each method or course, this shall include:
 - a. A course description;
 - b. The target audience (system administrator, end user, or other);
 - c. Proposed training goals;
 - d. Proposed training standards;
 - e. The specific plan for training relevant personnel;
 - f. The delivery timeframe (by phase and implementation step) with a strategy for providing training early in the project to allow the training goals to be implemented throughout the project life cycle;
 - g. A description of training deliverables and format (i.e., online, written documentation, course materials); and
 - h. A description of skillsets achieved at the end of training and how the Selected Offeror will measure and address training effectiveness.

The Training Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique Training Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.9. System Security Plan

The Selected Offeror will maintain compliance with security requirements described in **Appendices C** (State of Illinois Cloud Security Requirements) and **E** (Information Technology Policies), state IT policies in **Appendix E** (Information Technology Policies), and the Terms and Conditions set forth in Section 9 of this RFP, as well as compliance with the requirements of the CMS MARS-E 2.0 framework and the required System Security Plan and Plan of Action and Milestones (POA&M) for all deliverables.

The System Security Plan must describe how the Selected Offeror's cybersecurity plan monitors, identifies, and prevents cybersecurity incidents and rectifies cybersecurity incidents that occur. The System Security Plan shall describe the process and tools used to ensure that the product is protected against cybersecurity threats and penetration.

The Selected Offeror must detail how it will enforce security within the proposed Solution and the Selected Offeror's organization, including physical security of hardware, identification of individuals who have privileged access, and how the Selected Offeror controls data to and from external sources. The Selected Offeror should also include a discussion of compliance with federal regulations, including HIPAA.

The Selected Offeror will submit a System Security Plan to the state's Chief Security Officer for approval in accordance with the dates set forth in the approved Integrated Project Schedule.

The System Security Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique System Security Plan for each SOW.

10.1.10. Change/Release Management Plan

The goal of the State is that customized changes to the proposed Solution should be minimal. However, if changes are required, the Change/Release Management Plan must document a process to request changes to the proposed Solution. This process must include the submission of the request for change and the estimation of work products, including estimated hours, cost, and timeline. The Change/Release Management Plan shall explain the Selected Offeror's process for how it evaluates and prioritizes changes. Additionally, the Change Release/Management Plan must also describe the process and documents that the Selected Offeror will provide during the development lifecycle (e.g., Functional Specifications Deliverables, Requirements Traceability Matrix, corresponding plans and checklists) for the State's review and approval.

The Selected Offeror should also address the following in this plan:

- 10.1.10.1. The process for determining how changes, customizations, and/or configuration changes are evaluated for inclusion into the product.
- 10.1.10.2. The process for testing and implementing product releases for the proposed Solutions.
- 10.1.10.3. The rollback process and procedure for any changes that are not successfully implemented.
- 10.1.10.4. Any existing release and/or maintenance schedules for the proposed Solution and if there is a process for implementing changes outside of these schedules.
- 10.1.10.5. Differences or deviations from the Change/Release Management Plan for configuration changes deemed necessary by the State, as opposed to product or customized changes, to the proposed Solution.

The Change/Release Management Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique Change/Release Management Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.11. Ongoing Status Reporting

- 10.1.11.1. The Selected Offeror shall submit project status reports which summarize key information related to the status and health of the project in a format approved by the State.

- 10.1.11.2. The Selected Offeror shall hold status reporting meetings at reasonable intervals (weekly or more frequent as required) with the State and other staff as needed.

Ongoing Status Reporting applies to SOW1 and SOW2. The Selected Offeror shall deliver unique Ongoing Status Reporting for each SOW in accordance with dates set forth in the approved Integrated Project Schedule.

10.1.12. Cost Reporting and Invoice Management.

- 10.1.12.1. The Selected Offeror shall report on the Selected Offeror's costs as stipulated in the contract.
- 10.1.12.2. The Selected Offeror shall manage costing, including review and approvals for the cost of change orders.
- 10.1.12.3. The Selected Offeror shall manage any other cost components related to the Selected Offeror's deliverables.

Cost Reporting and Invoice Management applies to SOW1 and SOW2. The Selected Offeror shall deliver unique Cost Reporting and Invoice Management for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.13. Communications Plan and Updates

- 10.1.13.1. The Selected Offeror shall develop a Communications Plan and Updates regarding preparation and delivery of the SBE to the State, other Illinois organizations, and all external stakeholders of the SBE via mechanisms including but not limited to presentations, webinars, meetings, and other communications-based deliverables.

Communications Plan and Updates is applicable to SOW1 and SOW2. The Selected Offeror shall deliver a unique Communications Plan and Updates for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.14. Quality Assurance Plan

- 10.1.14.1. The Quality Assurance Plan (1) defines the standards and goals that the project team will perform to help ensure a high level of customer service, (2) measures and communicates results, and (3) ensures that the quality of service remains high on each stage of delivery throughout the SBE transition.

The Quality Assurance Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique Quality Assurance Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.15. Organization Change Management (OCM) Plan

- 10.1.15.1. The Selected Offeror shall use the OCM Plan to ensure organizational changes are well planned, communicated, and executed effectively. The OCM Plan should be used when the expected impact of the change brought by the project will affect people, processes, or technology. This plan may include training, coaching and knowledge transfer plans, readiness assessment plans, go-live

support plans, post-implementation support plans, and budgetary considerations.

The OCM Plan applies to SOW1 and SOW2. The Selected Offeror shall deliver a unique OCM Plan for each SOW, in accordance with the dates set forth in the approved Integrated Project Schedule.

10.1.16. Knowledge and Document Management Plan and System(s)

- 10.1.16.1. This involves implementation of a core document management repository Solution that captures all SBE documents, allows conversion of files to a digital format (when necessary), and provides a well-organized storage Solution with appropriate tagging to make data easy to retrieve.
- 10.1.16.2. This also includes processes for retaining, finding, and reusing files where data are stored. This includes version control, data backup, and access controls.
- 10.1.16.3. The Selected Offeror will work with the State and other staff to ensure seamless use and, if applicable, interagency transfer of data, files, and storage. The Selected Offeror will also work to institute and implement best practices for usage and transfers.

The Knowledge and Document Management Plan is applicable to SOW1 and SOW2. The Selected Offeror shall deliver a unique Document Management Plan for each SOW in accordance with the dates set forth in the approved Integrated Project Schedule.

10.2. IT Platform Phase 1: DDI

DDI will encompass the following five distinct stages.

10.2.1. IT Platform SOW1: DDI Stage One

- 10.2.1.1. The Selected Offeror, in coordination with the State, shall develop a detailed Project Plan for Technology Platform Phases One and Two.
- 10.2.1.2. The Selected Offeror, in coordination with the State, shall work with representatives of sister agencies, Illinois' on-Exchange QHP insurance carriers, CMS, the United States Department of Homeland Security, and the IRS to gather the technical and functional requirements for successful EDI with each external system. The Selected Offeror shall use these requirements to create a detailed EDI Test Plan for each external system to be furnished to the administrator(s) of each system.
- 10.2.1.3. The Selected Offeror, in coordination with CMS, shall develop a detailed Data Migration Plan to ensure the successful migration of Plan Year 2025 customers from the FFE to the proposed Solution. The plan shall include technical requirements detailing the necessary format/data elements to be furnished to CMS.
- 10.2.1.4. The Selected Offeror, in coordination with Illinois' on-Exchange QHP insurance carriers, shall develop a detailed Carrier Plan Certification Plan to ensure that carrier plan data are loaded from the SERFF system and made available for

carrier review/correction during the limited data correction windows, occurring approximately in July and September.

- 10.2.1.5. The Selected Offeror, in coordination with CMS and Illinois' on-Exchange QHP insurance carriers, shall develop a detailed Customer Reconciliation Plan to ensure that migrated customer data from the FFE remain sufficiently coordinated with subsequent enrollment, effectuation, and account maintenance transactions such that the migrated data can be utilized for eligibility reverification and auto-reenrollment.
 - 10.2.1.6. The Selected Offeror shall develop all plans in accordance with the principles of the PMBOK. SOW1 DDI Stage One is anticipated to commence upon the issuance of a Notice to Proceed by the State to the Selected Offeror and conclude according to an approved timeline, contingent upon the State's approval of deliverables.
 - 10.2.1.7. SOW1 DDI Stage One Deliverables. The Selected Offeror shall provide the State for approval all the following deliverables before the completion of SOW1 DDI Stage One:
 - a. Project Plan and Timeline for IT Platform Phases One and Two.
 - b. IT Platform Annual Work Cycle Plan.
 - c. EDI Interface Test Plans.
 - d. Data Migration Plan.
 - e. Carrier Plan Certification Plan.
 - f. Customer Reconciliation Plan.
 - g. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 DDI Stage One.
- 10.2.2. IT Platform SOW2: DDI Stage One
- 10.2.2.1. The Selected Offeror, in coordination with the State, shall develop a detailed Project Plan for Technology Platform Phase Two.
 - 10.2.2.2. The Selected Offeror, in coordination with the State, shall work with representatives of sister agencies, managed care organization (MCO) insurers, CMS, the United States Department of Homeland Security, and the IRS to gather the technical and functional requirements for successful EDI with each external system. The Selected Offeror shall use these requirements to create a detailed EDI Test Plan for each external system to be furnished to the administrator(s) of each system.
 - 10.2.2.3. The Selected Offeror, in coordination with the State, shall develop a detailed Data Migration Plan to ensure the successful migration of applicable customers from the IES and MMIS to the proposed Solution. The plan shall include

technical requirements detailing the necessary format/data elements to be furnished to HFS and DHS.

- 10.2.2.4. The Selected Offeror, in coordination with the State and MCO insurers, shall develop a detailed Carrier Plan Certification Plan to ensure that carrier plan data are loaded from relevant systems and made available for carrier review/correction during the appropriate data correction windows.
 - 10.2.2.5. The Selected Offeror, in coordination with the State and MCO insurers, shall develop a detailed Customer Reconciliation Plan to ensure that migrated customer data from the IES and MMIS remain sufficiently coordinated for a seamless transition to the SBE technology platform.
 - 10.2.2.6. The Selected Offeror shall develop all plans shall in accordance with the principles of the PMBOK. SOW2 DDI Stage One is anticipated to commence upon the issuance of a Notice to Proceed by the State to the Selected Offeror and conclude upon an approved timeline, contingent upon the State's approval of deliverables.
 - 10.2.2.7. SOW2 DDI Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 DDI Stage One:
 - a. Project Plan and Timeline for IT Platform Phase Two.
 - b. IT Platform Annual Work Cycle Plan.
 - c. EDI Interface Test Plans.
 - d. Data Migration Plan.
 - e. Carrier Plan Certification Plan.
 - f. Customer Reconciliation Plan.
 - g. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 DDI Stage One.
- 10.2.3. IT Platform SOW1: DDI Stage Two
- 10.2.3.1. The Selected Offeror shall complete the initial customization and configuration of the IT platform, including the configuration of electronic interfaces to external systems; configuration of a fully functional, sandboxed Exchange Testing Environment for use in subsequent stages of DDI; configuration of a fully functional, sandboxed Exchange Training Environment for ongoing use by the State and CAC staff; and deployment of the customized codebase to the testing and training environments.
 - 10.2.3.2. The Selected Offeror shall communicate the technical requirements for the EDI interface test plans to IT personnel from the State and Illinois' on-Exchange QHP insurance carriers. The Selected Offeror shall provide the necessary support to ensure that those entities have the information and resources required to

reconfigure their existing FFE interfaces for use with the proposed Solution. This support will also include leading testing coordination with external entities (e.g., State agencies, CMS, insurance carriers).

10.2.3.3. SOW1 DDI Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 DDI Stage Two:

- a. Exchange Testing Environment.
- b. Exchange Training Environment.
- c. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 DDI Stage Two.

10.2.4. IT Platform SOW2: DDI Stage Two

10.2.4.1. The Selected Offeror shall complete the initial customization and configuration of the IT platform, including the configuration of electronic interfaces to external systems; configuration of a fully functional, sandboxed Exchange Testing Environment for use in subsequent stages of DDI; configuration of a fully functional, sandboxed Exchange Training Environment for ongoing use by the State and CAC staff; and deployment of the customized codebase to the testing and training environments.

10.2.4.2. The Selected Offeror shall communicate the technical requirements for the EDI interface test plans to IT personnel from the State, including relevant sister agencies, and Illinois' MCO insurance carriers. The Selected Offeror shall provide the necessary support to ensure that those entities have the information and resources required to reconfigure their existing interfaces for use with the proposed Solution. This support will also include leading testing coordination with external entities (e.g., State agencies, CMS, insurance carriers).

10.2.4.3. SOW2 DDI Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 DDI Stage Two:

- a. Exchange Testing Environment.
- b. Exchange Training Environment.
- c. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 DDI Stage Two.

10.2.5. IT Platform SOW1: DDI Stage Three

10.2.5.1. The Selected Offeror shall provide configuration of a fully functional SBE User Acceptance Test and Test for Production Environment containing a copy of all software that is ready for deployment for User Acceptance Testing (UAT), verifying, and testing production defects.

- 10.2.5.2. The Selected Offeror, in coordination with the external stakeholders defined therein, shall execute the EDI Test Plan developed in SOW1 DDI Stage One. After SOW1 DDI Stage Three, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the EDI Test Plan.
- 10.2.5.3. The Selected Offeror will develop a UAT Plan for use during SOW1 DDI Stage Four.
- 10.2.5.4. SOW1 DDI Stage Three Deliverables. The Selected Offeror shall provide the State for approval all if the following deliverables before the completion of SOW1 DDI Stage Three:
 - a. Verified execution of the EDI Test Plan.
 - b. Verified implementation of the UAT and related test environments.
 - c. UAT Plan for use during SOW1 DDI Stage Four.
 - d. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 DDI Stage Three.
- 10.2.6. IT Platform SOW2: DDI Stage Three
 - 10.2.6.1. The Selected Offeror shall provide the configuration of a fully functionally SBE User Acceptance Test and Test for Production Environment containing a copy of all software that is ready for deployment for UAT, verifying, and testing production defects.
 - 10.2.6.2. The Selected Offeror, in coordination with the external stakeholders defined therein, shall execute the EDI Test Plan developed in SOW2 DDI Stage One. At the conclusion of SOW2 DDI Stage Three, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the EDI Test Plan.
 - 10.2.6.3. The Selected Offeror will develop a UAT Plan for use during SOW2 DDI Stage Four.
 - 10.2.6.4. SOW2 DDI Stage Three Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 DDI Stage Three:
 - a. Verified execution of the EDI Test Plan.
 - b. Verified implementation of the UAT and related test environments.
 - c. UAT Plan for use during SOW2 DDI Stage Four.
 - d. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 DDI Stage Three.
- 10.2.7. IT Platform SOW1: DDI Stage Four

- 10.2.7.1. The Selected Offeror, in coordination with CMS, shall execute the Data Migration Plan developed during SOW1 DDI Stage One, including the resolution of any data mismatches or outlier scenarios to the best of the Selected Offeror's ability. At the conclusion of SOW1 DDI Stage Four, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Data Migration Plan, including, if applicable, detailed status information for data mismatches/exceptions and their resolutions.
- 10.2.7.2. The Selected Offeror will execute the UAT Plan approved by the State during SOW1 DDI Stage Three and resolve any verified defects discovered during UAT.
- 10.2.7.3. SOW1 DDI Stage Four Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 DDI Stage Four:
 - a. Verified execution of the Data Migration Plan.
 - b. Verified execution of UAT Plan approved by the State during SOW1 DDI Stage Three and a report of the results of the UAT, including identification of all discovered and resolved defects and a proposed resolution plan for any such discovered defects. The expectation is that no defects will be implemented into production.
 - c. Verification of resolution of any defects identified in the UAT.
 - d. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 DDI Stage Four.
- 10.2.8. IT Platform SOW2: DDI Stage Four
 - 10.2.8.1. The Selected Offeror, in coordination with the State, relevant sister agencies and other appropriate parties, shall execute the Data Migration Plan developed during SOW2 DDI Stage One, including the resolution of any data mismatches or outlier scenarios to the best of the Selected Offeror's ability. At the conclusion of SOW2 DDI Stage Four, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Data Migration Plan, including, if applicable, detailed status information for data mismatches/exceptions and their resolutions.
 - 10.2.8.2. The Selected Offeror will execute the UAT Plan approved by the State during SOW2 DDI Stage Three and resolve any verified defects discovered during UAT.
 - 10.2.8.3. SOW2 DDI Stage Four Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 DDI Stage Four:
 - a. Verified execution of Data Migration Plan.
 - b. Verified execution of UAT plan approved by the State during SOW2 DDI Stage Three and a report of the results of the UAT, including identification

of all discovered and resolved defects and a proposed resolution plan for any such discovered defects. The expectation is that no defects will be implemented into production.

- c. Verification of resolution of any defects identified in the UAT.
- d. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 DDI Stage Four.

10.2.9. IT Platform SOW1 DDI Stage Five

- 10.2.9.1. The Selected Offeror, in coordination with Illinois' on-Exchange QHP insurance carriers, shall execute the Carrier Plan Certification Plan developed during SOW1 DDI Stage One. At the conclusion of SOW1 DDI Stage Five, the Selected Offeror shall have delivered documentation certifying the complete and successful execution of the Carrier Plan Certification Plan.
- 10.2.9.2. The Selected Offeror, in coordination with Illinois' on-Exchange QHP insurance carriers, shall execute the Customer Reconciliation Plan developed during SOW1 DDI Stage One. At the conclusion of SOW1 DDI Stage Five, the Selected Offeror shall have delivered documentation certifying the complete and successful execution of the Customer Reconciliation Plan.
- 10.2.9.3. The Selected Offeror, in coordination with the State, shall develop and execute a CAC Technology Readiness Plan to ensure optimal technical integration between the IT platform and CAC. Upon completion, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the CAC Technology Readiness Plan.
- 10.2.9.4. The Selected Offeror, in coordination with the State, shall develop a Customer Messaging Plan for the purpose of educating migrated customers on the actions required for reverification of their migrated user accounts.
- 10.2.9.5. The Selected Offeror shall develop a detailed Eligibility Reverification Plan to ensure a complete and accurate reverification of migrated customer eligibility.
- 10.2.9.6. The Selected Offeror shall develop a detailed Auto-Reenrollment Plan to ensure complete and accurate reenrollment of migrated customers without an active plan selection during the Plan Year 2026 OEP.
- 10.2.9.7. The Selected Offeror shall configure and deploy a public-facing Exchange Production Environment, inclusive of all resolved defects identified during UAT and populated with the resultant customer data from the executed Data Migration Plan.
- 10.2.9.8. The Selected Offeror shall develop a detailed User Reference Manual describing the complete feature set of the IT platform, including detailed instructions for the business processes supported therein, for use by the State and CAC staff.

- 10.2.9.9. The Selected Offeror shall produce and deliver an M&O Plan that describes the steps and procedures in operating the IT platform and CAC, along with optimal SLA achievement and change management processes.
- 10.2.9.10. SOW1 DDI Stage Five Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 DDI Stage Five:
 - a. Verified Execution of the Carrier Plan Certification Plan.
 - b. Verified Execution of the Customer Reconciliation Plan.
 - c. CAC Technology Readiness Plan (IT Platform).
 - d. Verified Execution of the CAC Technology Readiness Plan (IT Platform).
 - e. Customer Messaging Plan (IT Platform).
 - f. Eligibility Reverification Plan.
 - g. Auto-Reenrollment Plan.
 - h. Application Production Environment.
 - i. User Reference Manual.
 - j. M&O Plan.
 - k. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 DDI Stage Five.
- 10.2.10. IT Platform SOW2: DDI Stage Five
 - 10.2.10.1. The Selected Offeror, in coordination with the State and MCO insurance carriers, shall execute the Carrier Plan Certification Plan developed during SOW2 DDI Stage One. At the conclusion of SOW2 DDI Stage Five, the Selected Offeror shall have delivered documentation certifying the complete and successful execution of the Carrier Plan Certification Plan.
 - 10.2.10.2. The Selected Offeror, in coordination with the State, relevant sister agencies, and MCO insurance carriers, shall execute the Customer Reconciliation Plan developed during SOW2 DDI Stage One. At the conclusion of SOW2 DDI Stage Five, the Selected Offeror shall have delivered documentation certifying the complete and successful execution of the Customer Reconciliation Plan.
 - 10.2.10.3. The Selected Offeror, in coordination with the State, shall develop and execute a CAC Technology Readiness Plan to ensure optimal technical integration between the IT platform and CAC. Upon completion, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the CAC Technology Readiness Plan.

- 10.2.10.4. The Selected Offeror, in coordination with the State, shall develop a Customer Messaging Plan for the purpose of educating migrated customers on the actions required for reverification of their migrated user accounts.
- 10.2.10.5. The Selected Offeror shall develop a detailed Eligibility Reverification Plan to ensure a complete and accurate reverification of migrated customer eligibility. The plan shall account for the full cycle of reverifications which, due to the rolling nature of MAGI and CHIP reverifications, will likely take a full calendar year to complete.
- 10.2.10.6. The Selected Offeror shall develop a detailed Auto-Reenrollment Plan to ensure complete and accurate reenrollment of migrated customers without an active plan selection.
- 10.2.10.7. The Selected Offeror shall configure and deploy the SOW2 release to the Production Environment, inclusive of all resolved defects identified during UAT and populated with the resultant customer data from the executed Data Migration Plan.
- 10.2.10.8. The Selected Offeror shall develop a detailed User Reference Manual describing the complete feature set of the IT platform, including detailed instructions for the business processes supported therein, for use by the State and CAC staff.
- 10.2.10.9. The Selected Offeror shall produce and deliver an M&O Plan that describes the steps and procedures in operating the IT platform and CAC, along with optimal SLA achievement and change management processes.
- 10.2.10.10. SOW2 DDI Stage Five Deliverables. The Selected Offeror shall provide the State for approval of all the following deliverables before the completion of SOW2 DDI Stage Five:
 - a. Verified Execution of the Carrier Plan Certification Plan.
 - b. Verified Execution of the Customer Reconciliation Plan.
 - c. CAC Technology Readiness Plan (IT Platform).
 - d. Verified Execution of the CAC Technology Readiness Plan (IT Platform).
 - e. Customer Messaging Plan (IT Platform).
 - f. Eligibility Reverification Plan.
 - g. Auto-Reenrollment Plan.
 - h. Application Production Environment.
 - i. User Reference Manual.
 - j. M&O Plan.
 - k. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 DDI Stage Five.

10.3. IT Platform Phase 2: TPO

TPO will encompass the following three distinct stages for each SOW.

10.3.1. IT Platform SOW1: TPO Stage One

- 10.3.1.1. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment to support customers and CAC staff with the reverification of migrated user accounts as defined in the Customer Messaging Plan.
- 10.3.1.2. SOW1 TPO Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 TPO Stage One:
 - a. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 TPO Stage One.

10.3.2. IT Platform SOW1: TPO Stage Two

- 10.3.2.1. At the earliest practical date, as agreed upon by the State, the Selected Offeror shall make certified plan data available in the Exchange Production Environment to facilitate anonymous plan comparison by customers.
- 10.3.2.2. The Selected Offeror shall execute the Eligibility Reverification Plan developed during SOW1 DDI Stage Five. At the conclusion of SOW1 TPO Stage Two, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Eligibility Reverification Plan.
- 10.3.2.3. SOW1 TPO Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 TPO Stage Two:
 - a. Verified Execution of the Eligibility Reverification Plan.
 - b. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 TPO Stage Two.

10.3.3. IT Platform SOW1: TPO Stage Three

- 10.3.3.1. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment to support the Plan Year 2026 OEP.
- 10.3.3.2. The Selected Offeror shall execute the Auto-Reenrollment Plan developed during SOW1 DDI Stage Five. At the conclusion of SOW1 TPO Stage Three, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Auto-Reenrollment Plan.
- 10.3.3.3. SOW1 TPO Stage Three Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 TPO Stage Three:

- a. Verified Execution of the Auto-Reenrollment Plan.
- b. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 TPO Stage Three.

10.3.4. IT Platform SOW2: TPO Stage One

- 10.3.4.1. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment to support customers and CAC staff with the reverification of migrated user accounts as defined in the Customer Messaging Plan.
- 10.3.4.2. SOW2 TPO Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 TPO Stage One:
 - a. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW2 TPO Stage One.

10.3.5. IT Platform SOW2: TPO Stage Two

- 10.3.5.1. At the earliest practical date, as agreed upon by the State, the Selected Offeror shall make certified plan data available in the Exchange Production Environment to facilitate anonymous plan comparison of MCO plans by customers.
- 10.3.5.2. The Selected Offeror shall execute the Eligibility Reverification Plan developed during SOW2 DDI Stage Five. At the conclusion of SOW2 TPO Stage Two, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Eligibility Reverification Plan.
- 10.3.5.3. SOW2 TPO Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 TPO Stage Two:
 - a. Verified Execution of the Eligibility Reverification Plan.
 - b. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 TPO Stage Two.

10.3.6. IT Platform SOW2: TPO Stage Three

- 10.3.6.1. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment.
- 10.3.6.2. The Selected Offeror shall execute the Auto-Reenrollment Plan developed during SOW2 DDI Stage Five. At the conclusion of SOW2 TPO Stage Three, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Auto-Reenrollment Plan.
- 10.3.6.3. SOW2 TPO Stage Three Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 TPO Stage Three:

- a. Verified Execution of the Auto-Reenrollment Plan.
- b. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 TPO Stage Three.

10.4. IT Platform Phase 3: M&O

10.4.1. SOW1 M&O is anticipated to commence upon completion of the SOW1 TPO and conclude at the end of the term of the contract resulting from this RFP.

- 10.4.1.1. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the M&O Plan delivered in SOW1 DDI Stage Five.
- 10.4.1.2. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment.
- 10.4.1.3. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Training Environment.
- 10.4.1.4. The Selected Offeror shall ensure the availability of the Exchange Testing Environment as needed to verify and approve changes to the IT platform's configuration (including change orders).
- 10.4.1.5. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the Technology Platform Annual Work Cycle Plan and provide an annually updated System Design deliverable reflecting the most current state of the IT platform and CAC.
- 10.4.1.6. The Selected Offeror shall provide a detailed Technology Platform Annual Work Cycle and Enhancement Plan for ongoing M&O, inclusive of procedural, compliance, and regulatory milestones (e.g., inspection, certification, carrier plan data correction, reporting, auditing).
- 10.4.1.7. The Selected Offeror shall perform all necessary maintenance and updates of the IT platform as needed, as well as any requested upgrades or changes as directed by the State.
- 10.4.1.8. Prior to the commencement of any upgrade or change to the SBE IT platform, the Selected Offeror shall provide the State with a cost for the completion of such an upgrade or change, the time required to complete the upgrade or change, any dependencies or contingencies involved in the upgrade or change, and any other information requested by the State. No upgrade or change may occur without the express prior written authorization of the State.

10.4.2. SOW2 M&O is anticipated to commence upon completion of SOW2 TPO and conclude at the end of the term of the contract resulting from this RFP.

- 10.4.2.1. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the M&O Plan delivered in SOW2 DDI Stage Five.

- 10.4.2.2. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Production Environment.
- 10.4.2.3. The Selected Offeror shall ensure the continuous and ongoing availability and functionality of the Exchange Training Environment.
- 10.4.2.4. The Selected Offeror shall ensure the availability of the Exchange Testing Environment as needed to verify and approve changes to the IT platform's configuration (including change orders).
- 10.4.2.5. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the Technology Platform Annual Work Cycle Plan and provide an annually updated System Design deliverable reflecting the most current state of the IT Platform and CAC.
- 10.4.2.6. The Selected Offeror shall provide a detailed Technology Platform Annual Work Cycle and Enhancement Plan for ongoing M&O, inclusive of procedural, compliance, and regulatory milestones (e.g., inspection, certification, carrier plan data correction, reporting, auditing).
- 10.4.2.7. The Selected Offeror shall perform all necessary maintenance and updates of the IT platform as needed, as well as any requested upgrades or changes as directed by the State.
- 10.4.2.8. Prior to the commencement of any upgrade or change to the SBE platform, the Selected Offeror shall provide the State with a cost for the completion of such an upgrade or change, the time required to complete the upgrade or change, any dependencies or contingencies involved in the upgrade or change, and any other information requested by the State. No upgrade or change may occur without the express prior written authorization of the State.

10.5. CAC Timeline and Deliverables

Implementation of the CAC requirements will be divided into three phases: (1) DDI of the CAC; (2) TPO and customer assistance in advance of and during the Plan Year 2026 OEP; and (3) autonomous, ongoing M&O of the CAC. Phases 1 and 2 are further divided into distinct stages.

10.5.1. SOW1 CAC Phase One: DDI. Implementation will encompass two distinct stages.

10.5.1.1. SOW1 CAC DDI: Stage One

- a. The Selected Offeror, in coordination with the State, shall develop a detailed Project Plan and Timeline for CAC Phases 1 and 2.
- b. The Selected Offeror, in coordination with the State, shall develop a detailed Customer Assistance Annual Work Cycle Plan, inclusive of procedural, compliance, and regulatory milestones (e.g., inspection, certification, reporting, auditing).
- c. The Selected Offeror shall develop all plans in accordance with the principles of the PMBOK.

- d. SOW1 CAC DDI Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 CAC DDI Stage One:
 - i. Project Plan and Timeline for CAC Phases 1 (DDI) and 2 (TPO).
 - ii. Customer Assistance Annual Work Cycle Plan.
 - iii. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 CAC Implementation Stage One.

10.5.1.2. SOW1 CAC DDI: Stage Two

- a. The Selected Offeror, in coordination with the State, shall develop and execute a CAC Technology Readiness Plan to ensure optimal technical integration between the IT platform and CAC. Upon completion, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the CAC Technology Readiness Plan.
- b. The Selected Offeror, in coordination with the State, shall develop a Customer Messaging Plan for the purpose of educating migrated customers on the actions required for reverification of their migrated user accounts.
- c. The Selected Offeror, in coordination with the State, shall codify standard operating procedures, as well as agreed-upon benchmarks and service-level targets, in a CAC Standard Operating Procedures Manual.
- d. The Selected Offeror, in coordination with the federal HealthCare.gov call center, shall develop and execute an Open Ticket Migration Plan to ensure that open tickets from the FFE call center are successfully migrated to the customer assistance CRM system in time for the CAC's anticipated go-live date in advance of the Plan Year 2026 OEP. Upon completion, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Open Ticket Migration Plan.
- e. The Selected Offeror shall prepare the CAC for operational readiness in advance of the Plan Year 2026 OEP, including any required procurement, construction, and hiring/training of staff, per the Project Plan and Timeline for CAC Phases 1 (DDI) and 2 (TPO) developed during SOW1 CAC DDI Stage One.
- f. SOW1 CAC DDI Stage Two is anticipated to commence upon completion of SOW1 CAC DDI Stage One and conclude on or prior to the start of the Plan Year 2026 OEP, contingent upon the State's approval of deliverables.
- g. SOW1 CAC DDI Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 CAC DDI Stage Two:
 - i. CAC Technology Readiness Plan.
 - ii. Verified Execution of the CAC Technology Readiness Plan.
 - iii. Customer Messaging Plan.

- iv. CAC Standard Operating Procedures Manual.
- v. Open Ticket Migration Plan.
- vi. Verified Execution of the Open Ticket Migration Plan.
- vii. Fully Staffed and Operational Call Center.
- viii. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 CAC Implementation Stage Two.

10.5.2. SOW1 CAC Phase 2: Customer Assistance TPO

The CAC TPO phase is anticipated to last for a period of approximately four (4) to six (6) months, coinciding with the Plan Year 2026 OEP, and will encompass three distinct stages.

10.5.2.1. SOW1 CAC: TPO Stage One

- a. The Selected Offeror shall begin providing full capacity customer support, including support for reverification of migrated user accounts as defined in the Customer Messaging Plan.
- b. The Selected Offeror shall begin ensuring compliance with the terms of the CAC Standard Operating Procedures Manual.
- c. SOW1 CAC TPO Stage One is anticipated to commence approximately one (1) to two (2) months prior to the start of the Plan Year 2026 OEP.
- d. SOW1 CAC TPO Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 CAC TPO Stage One:
 - i. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 CAC TPO Stage One.

10.5.2.2. SOW1 CAC: TPO Stage Two

- a. The Selected Offeror shall continue providing full capacity customer support, including customer education to support the anonymous plan comparison process.
- b. SOW1 CAC TPO Stage Two is anticipated to commence approximately one (1) month prior to start of the Plan Year 2026 OEP and end at the start of the Plan Year 2026 OEP.
- c. SOW1 CAC TPO Stage 2 Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 CAC TPO Stage Two:
 - i. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 CAC TPO Stage Two.

10.5.2.3. SOW1 CAC: TPO Stage Three

- a. The Selected Offeror shall provide full capacity customer support for the Plan Year 2026 OEP.
- b. SOW1 CAC TPO Stage Three is anticipated to commence at the start of the Plan Year 2026 OEP and conclude approximately on January 31, 2026.
- c. SOW1 CAC TPO Stage Three Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 CAC TPO Stage Three:
 - i. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 CAC TPO Stage Three.

10.5.3. SOW1 CAC Phase 3: M&O. Operations are anticipated to extend from February 1, 2026, through the remainder of the term of the contract resulting from this RFP.

10.5.3.1. SOW1 CAC: M&O Stage One

- a. The Selected Offeror shall ensure the ongoing provision of customer assistance in accordance with the terms of the CAC Standard Operating Procedures Manual.
- b. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the Customer Assistance Annual Work Cycle Plan

10.5.4. SOW2 CAC Phase 1: DDI

Implementation will encompass two distinct stages.

10.5.4.1. SOW2 CAC DDI Stage One

- a. The Selected Offeror, in coordination with the State, shall develop a detailed Project Plan and Timeline for SOW2 CAC Phases 1 (DDI) and 2 (TPO).
- b. The Selected Offeror, in coordination with the State, shall update the detailed Customer Assistance Annual Work Cycle Plan, inclusive of procedural, compliance, and regulatory milestones (e.g., inspection, certification, reporting, auditing).
- c. The Selected Offeror shall develop all plans shall in accordance with the principles of the PMBOK.
- d. SOW2 CAC DDI Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 CAC DDI Stage One:
 - i. Project Plan and Timeline for SOW2 CAC Phases 1 (DDI) and 2 (TPO).
 - ii. Updated Customer Assistance Annual Work Cycle Plan.
 - iii. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 CAC DDI Stage One.

10.5.4.2. SOW2 CAC DDI Stage Two

- a. The Selected Offeror, in coordination with the State, shall update standard operating procedures, as well as agreed-upon benchmarks and service-level targets, in a CAC Standard Operating Procedures Manual.
- b. The Selected Offeror shall prepare the CAC for operational readiness in time for SOW2 implementation, including any required procurement, construction, and hiring/training of staff per the Project Plan and Timeline SOW2 CAC Phases 1 (DDI) and 2 (TPO) developed during SOW2 CAC DDI Stage One.
- c. SOW2 CAC DDI Stage Two is anticipated to commence upon completion of SOW2 CAC DDI Stage One and conclude on an agreed-upon date, contingent upon the State's approval of deliverables.
- d. SOW2 CAC DDI Stage Two Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW2 CAC DDI Stage Two:
 - i. Updated CAC Standard Operating Procedures Manual.
 - ii. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW2 CAC DDI Stage Two.

10.5.5. SOW2 CAC Phase 2: TPO. The Customer Assistance TPO phase will encompass multiple distinct stages.

10.5.5.1. SOW2 CAC TPO will be developed in conjunction with HFS and DHS call centers to ensure a seamless handoff of customer support for migrated customers, using distinct stages to mitigate risks, and over a period determined by the State.

10.5.5.2. During SOW2 CAC TPO stages, the Selected Offeror shall provide full capacity customer support and ensure compliance with the terms of the CAC Standard Operating Procedures Manual.

10.5.5.3. SOW2 CAC TPO Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of each stage of the SOW2 CAC TPO:

- a. Such deliverables as determined by the State to be reasonably necessary for the completion of each stage of SOW2 CAC TPO.

10.5.6. SOW2 CAC Phase 3: M&O. Operations are anticipated to extend from the end of SOW2 CAC TPO through the remainder of the term of the contract resulting from this RFP.

10.5.6.1. The Selected Offeror shall ensure the ongoing provision of customer assistance in accordance with the terms of the CAC Standard Operating Procedures Manual.

10.5.6.2. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the Customer Assistance Annual Work Cycle Plan.

10.6. SOW1 Mail Operations (Mailroom) Timeline and Deliverables

The Selected Offeror must complete implementation of mail operations requirements to support the Plan Year 2026 OEP (and tied to the SOW1 CAC DDI and TPO phases) and assumes post-Plan Year 2026 OEP support through ongoing M&O. The Offeror's proposal shall describe the strategy for accomplishing the implementation tasks outlined below and a timeline for the accomplishment of these tasks. If the Offeror identifies any deficiencies in the State's prospective project plan, then the Offeror shall also describe these deficiencies and their suggested resolution. Similarly, if the Offeror requires additional time to implement the proposed Solution (e.g., to construct a new call center location or hire/train additional staff), the Offeror shall define these requirements in the proposal.

10.6.1. SOW1 Mailroom DDI will encompass the following tasks:

- 10.6.1.1. The Selected Offeror, in coordination with the State, shall develop a detailed Project Plan and Timeline for SOW1 Mailroom DDI. The Selected Offeror shall develop the Project Plan and Timeline in accordance with the principles of the PMBOK.
- 10.6.1.2. The Selected Offeror, in coordination with the State, shall develop and execute a Mailroom Technology Readiness Plan to ensure optimal technical integration between the IT platform and mailroom. Upon completion, the Selected Offeror shall deliver documentation certifying the complete and successful execution of the Mailroom Technology Readiness Plan.
- 10.6.1.3. The Selected Offeror, in coordination with the State, shall develop a detailed Mailroom Operations Plan, inclusive of procedural, compliance, and regulatory milestones (e.g., inspection, certification, reporting, auditing).
- 10.6.1.4. The Selected Offeror, in coordination with the State, shall codify standard operating procedures, as well as agreed-upon benchmarks and service-level targets, in a Mailroom Standard Operating Procedures Manual.
- 10.6.1.5. SOW1 Mailroom DDI Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 Mailroom DDI:
 - a. Project Plan and Timeline for SOW1 Mailroom DDI.
 - b. Mailroom Technology Readiness Plan.
 - c. Verified Execution of the Mailroom Technology Readiness Plan.
 - d. Mailroom Operations Plan.
 - e. Mailroom Standard Operating Procedures Manual.
 - f. Fully Staffed and Operational Mailroom.
 - g. Such other deliverables as determined by the State to be reasonably necessary for the completion of SOW1 Mailroom DDI.

10.6.2. SOW1 Mailroom Phase 2: TPO

The Mailroom TPO phase is anticipated to last for a period of approximately four (4) to six (6) months, coinciding with the Plan Year 2026 OEP, and will encompass three distinct stages.

10.6.2.1. SOW1 Mailroom: TPO Stage One

- a. The Selected Offeror shall begin providing full capacity mailroom support, including support for handling of all physical mail inbound, outbound, and returned or undeliverable mail, etc.
- b. The Selected Offeror shall begin ensuring compliance with the terms of the Mailroom Standard Operating Procedures Manual.
- c. SOW1 Mailroom TPO Stage One is anticipated to commence approximately one (1) to two (2) months prior to the start of the Plan Year 2026 OEP.
- d. SOW1 Mailroom TPO Stage One Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 Mailroom TPO Stage One:
 - ii. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 Mailroom TPO Stage One.

10.6.2.2. SOW1 Mailroom: TPO Stage Two

- a. The Selected Offeror shall continue providing full capacity mailroom support.
- b. SOW1 Mailroom TPO Stage Two is anticipated to commence approximately one (1) month prior to start of the Plan Year 2026 OEP and end at the start of the Plan Year 2026 OEP.
- c. SOW1 Mailroom TPO Stage 2 Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 Mailroom TPO Stage Two:
 - i. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 Mailroom TPO Stage Two.

10.6.2.3. SOW1 Mailroom: TPO Stage Three

- a. The Selected Offeror shall provide full capacity Mailroom support for the Plan Year 2026 OEP.
- b. SOW1 Mailroom TPO Stage Three is anticipated to commence at the start of the Plan Year 2026 OEP and conclude approximately on January 31, 2026.
- c. SOW1 Mailroom TPO Stage Three Deliverables. The Selected Offeror shall provide the State for approval all of the following deliverables before the completion of SOW1 Mailroom TPO Stage Three:
 - i. Such deliverables as determined by the State to be reasonably necessary for the completion of SOW1 Mailroom TPO Stage Three.

10.6.3. SOW1 Mailroom Phase 3: M&O. Operations are anticipated to extend from February 1, 2026, through the remainder of the term of the contract resulting from this RFP.

10.6.3.1. SOW1 Mailroom: M&O Stage One

- a. The Selected Offeror shall ensure the ongoing provision of Mailroom operations in accordance with the terms of the Mailroom Standard Operating Procedures Manual.
- b. The Selected Offeror shall ensure ongoing compliance with the responsibilities outlined in the Mailroom Annual Work Cycle Plan

10.7. [This Section Intentionally Left Blank]

10.8. Reports and Project Control

10.8.1. Regular Status Report

During the DDI and TPO phases and stages described above, the Selected Offeror shall provide a weekly progress report as required by the State that covers activities, problems, and recommendations of the Selected Offeror regarding the development and implementation of the required services. During the M&O phases described above, the Selected Offeror shall provide, at a minimum, a monthly progress report related to the maintenance of the services required by this RFP. During critical operational times, such as but not limited to OEPs, after Solutions upgrades, or as a result of major changes to operations, the Selected Offeror shall provide reports at a higher frequency as requested by the State. The Selected Offeror should key these reports into the Integrated Project Schedule that the Selected Offeror develops as amended or approved by the State.

10.8.2. Data Reporting Requirements

The Selected Offeror must be able to provide reporting to the State as needed related to the services rendered by the Selected Offeror sufficient to allow the State to comply with any reporting requirements pursuant to federal or state law, regulations, or sub-regulatory guidance. In addition, the Selected Offeror shall provide pre-built reports necessary to efficiently run the operation, reports that support the monitoring of SLAs and any other measures, and reports that will enable the State to operate successfully and efficiently. Required reporting includes but is not limited to:

1. Eligibility Reports, including but not limited to application information; applicant demographics and geographic location; household income information and the calculated federal poverty levels (FPLs); eligibility assessments and determinations for Medicaid/CHIP, QHP, APTC, and CSR; DMIs, including the DMI type, expiration date, and how the DMI was resolved, such as through a trusted data source, documentation, or appeal; and PDM volumes by type and resolution.
2. Account Transfer Reports, including but not limited to all inbound and outbound account transfers between the SBE and Medicaid agency; account transfers sent by the SBE to the Medicaid agency that are waiting on a final determination and the amount of

time waiting; final Medicaid/CHIP eligibility determinations for SBE account transfers sent to the Medicaid agency; Medicaid/CHIP denial reasons, including procedural denials, ineligible immigration status, and other reasons; and summary- and individual-level reporting for inbound and outbound account transfer failures and reasons.

3. QLE and SEP Reports, including but not limited to the event reason reported; event date; date on which the QLE was submitted; approval status; whether the QLE was approved through automation or if documentation was required; processing time for QLEs requiring documentation before the SEP was approved; and whether the approved QLE resulted in a successful enrollment and all relevant details of the subsequent enrollment.
4. Enrollment Reports, including but not limited to details on all plan selections, including enrollees, plan information, CSR level, premium, applied APTC, policy status (e.g., pending, effectuated, terminated, canceled); termination/cancellation reasons, including nonpayment of premiums; effectuations; and the ability to view enrollment data and trends by insurer, region, FPL, and other relevant groupings.
5. Renewal Eligibility Redetermination and Automatic Reenrollment Reports, including but not limited to eligibility redetermination outcomes; changes in eligibility from current to redetermination; redetermination DMIs and reasons for DMI; consent for eligibility redetermination and automatic reenrollment; automatic reenrollment details; and information about individuals unable to be redetermined or automatically reenrolled.
6. CAC Reports, including but not limited to all standard CAC reports on call center metrics, including average speed to answer, average wait time, maximum wait time, etc.; all standard CAC ticketing reports on ticketing metrics, including ticket volumes, ticket types, processing times, etc.; all standard CAC reports on chat metrics, including chat volumes, reasons for chat inquiry, processing time, and resolution; all standard CAC reports on interpretation services, including utilization of non-English speaking Customer Service Representatives, utilization of language line interpretation services, languages requesting interpretation services, etc.; all standard outbound calling reports, including rate of call connection and resolution; standard reports to provide key metrics on other types of communication channels, including SMS; all standard reports on complaints and escalations, including volume, type, processing time, and resolution.
7. Broker/Assister Reports, including but not limited to applications for certification; certification status; broker/assister demographic information, including licensure and other identifying information; broker/assister customer designations; and applicants' related eligibility and enrollment.
8. CRM Reports, including but not limited to tracking communications, tracking engagement rates, and tracking campaign success.
9. Other reports, including but not limited to Easy Enrollment reports of data received by the Illinois DOR and the eligibility and enrollment outcomes of those Easy Enrollment referrals; User Fee reports, including detailed enrollment information supporting the

user fee invoices for use by the State and insurers; Notice-Related Reports, including volume of notices triggered, delivery method, and notice type; Returned Mail Reports; Appeal Reports, including reasons for appeal, status, and resolution; CMS Reports, including weekly OEP reports, end of OEP reports, and other CMS reports as required; Reports required to support SMART audit and other compliance activities; website utilization metrics, including Google Analytics® or the equivalent; and User Access Reports, including reports of users by role and individual user access history, including for purposes of investigation of complaints and potential privacy/security issues.

Appendix A: Required Documents

See the Offeror Response Template for RFP response required forms.

Appendix B: Acronyms and Definitions

- **ACA: Patient Protection and Affordable Care Act**
- **ADA: Americans with Disabilities Act**
- **APTC: Advance Premium Tax Credit**
- **AT: Account/Application Transfer**
- **ATC: Authority to Connect**
- **BAFO: Best and Final Offer**
- **BEP: Business Enterprise Program.** The Illinois Commission on Equity & Inclusion program to support business growth in Illinois.
- **Broker/Agent/Producer:** A person or business who can help eligible individuals apply and enroll in a QHP through the SBE. Brokers are licensed and regulated by the states and typically receive payments or commissions from health insurers for enrolling a customer into an issuer's plans.
- **Business Day:** Each day from 8:00 AM through 5:00 PM Central Time, Monday through Friday, excluding state-designated holidays. For purposes of the CAC, a business day is each day on which the CAC is open, which may include weekends or holidays.
- **CAC: Customer Assistance Center**
- **CAC Operations Day:** This specifies each day on which the CAC is operating according to the CAC hours of operations.
- **CHIP: Children's Health Insurance Program**
- **CMS: United States Department of Health and Human Services, Centers for Medicare & Medicaid Services**
- **Confidential:** Confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with [765 ILCS 1065/ Illinois Trade Secrets Act](#).
- **Contract Year:** This specifies each twelve-month (12-month) period commencing at 12:00 AM Central Time on the effective date and each twelve-month anniversary thereafter during the term, including during any extensions of the term.
- **CRM: Customer Relations Management**
- **CSR: Cost-Sharing Reduction**
- **DDI: Design, Development, and Implementation.** This refers to phase of implementation of the IT platform as outlined in Section 10 of this RFP.
- **DHS: Illinois Department of Human Services**
- **DOI: Illinois Department of Insurance**

- **DoIT: Illinois Department of Innovation & Technology**
- **DOL: Illinois Department of Labor**
- **DOR: Illinois Department of Revenue**
- **DMI: Data Matching Issue**
- **Easy Enrollment Program:** A system that allows individuals without health insurance to check a box on their state tax returns, giving the Illinois DOR permission to share pertinent details with the state SBE for purposes of determining their eligibility and facilitating enrollment into the SBE and Medicaid coverage.
- **EDI: Electronic Data Interchange**
- **EFT: Electronic Funds Transmission**
- **Eligibility Determination:** The applicant has been found eligible for one or more insurance affordability programs.
- **FDSH: Federal Data Services Hub**
- **FFE: Federally Facilitated Exchange**
- **FOIA: Freedom of Information Act**
- **FTI: Federal Tax Information**
- **Get Covered Illinois:** The customer-facing name for Illinois' SBE.
- **HBIA: Health Benefits for Immigrant Adults**
- **HBIS: Health Benefits for Immigrant Seniors**
- **HFS: Illinois Department of Healthcare and Family Services**
- **HIPAA: Health Insurance Portability and Accountability Act of 1996**
- **IES: Integrated Eligibility System**
- **ILCS: Illinois Compiled Statutes**
- **IRS: Internal Revenue Service**
- **IT: Information Technology.** The hardware and software used to create, store, transmit, manipulate, and display information and data.
- **IVR: Interactive Voice Response**
- **M&O: Maintenance and Operations**
- **MAGI: Modified Adjusted Gross Income**
- **MARS-E 2.0: Minimal Acceptable Risk Security and Privacy Controls for Exchanges**
- **MCO: Managed Care Organization**
- **MFA: Multifactor Authentication**
- **MLR: Medical Loss Ratio**

- **MMIS: Medicaid Management Information System**
- **NPN: National Producer Number**
- **OCR: Optical Character Recognition**
- **OE or OEP: Open Enrollment/Open Enrollment Period**
- **On-Exchange QHP insurance carriers/QHP carriers:** This includes insurance companies that offer QHPs and SADPs through the SBE.
- **PBP: Policy-Based Payment**
- **PDM: Periodic Data Matching**
- **PHI: Protected Health Information**
- **PII: Personally Identifiable Information**
- **PMBOK: Project Management Body of Knowledge**
- **PPR: Preliminary Payment Report**
- **QHP: Qualified Health Plan**
- **QLE: Qualifying Life Event**
- **RFP: Request for Proposals**
- **SaaS: Software as a Service**
- **SADP: Standalone Dental Plan**
- **SBE: State-Based Exchange**
- **SBE-FP: State-Based Exchange using the Federal Platform**
- **Selected Offeror:** In addition to the procurement related definition of Selected Offeror, when used in the context of a requirement “the Selected Offeror” implies both “the Solution” and any related human or other manual efforts performed by the Selected Offeror and any of its subcontractors. See definition of “Solution” below.
- **SEP: Special Enrollment Period**
- **SERFF: System for Electronic Rates & Forms Filing**
- **SLA: Service-Level Agreement**
- **SMS: Short Messaging Service**
- **Solution:** The entire technology suite that supports all aspects of this RFP, including but not limited to the SBE, CAC, and Mailroom software and related hardware, networking, and any other technology. The Solution implies all functions and functionality that are accomplished through technology (and not human or manual efforts). For clarity, when a requirement states “the Selected Offeror” it implies both “the Solution” and any related human or other manual efforts performed by the Selected Offeror and any of its subcontractors.
- **SOW: Scope of Work**

- **SWICA: State Wage Information Collection Agency**
- **TIN: Taxpayer Identification Number**
- **TPO: Transition to Production Operations.** The process of moving services from development into the production environment for ongoing operations.
- **UAT: User Acceptance Testing**
- **WCAG: Web Content Accessibility Guidelines**

Appendix C: State of Illinois Cloud Security Requirements

The Selected Offeror shall only use State or user data, or State-related or user-related data for the purposes stated in this request for proposals (RFP). The Selected Offeror shall not use State or user data, or State-related or user-related data, for any other purpose, including but not limited to data mining or bids on other government contracts. The Selected Offeror and/or its agents shall not resell nor otherwise redistribute information gained from its access to the State or users.

The Selected Offeror shall not engage in nor permit its agents to push hardware, software, or marketing not explicitly authorized by the State.

The Selected Offeror shall have a documented security incident policy and procedure, and must provide a copy with its proposal.

The Selected Offeror acknowledges and warrants that the service model that it offers is compliant with the National Institute of Standards and Technology (NIST).

The Selected Offeror shall restrict the location of information systems that receive, process, store, or transmit State of Illinois Personally Identifiable Information (PII), as the term is defined in the NIST Publication 800-122 (<http://csrc.nist.gov/publications/nistpubs/800-122/sp800-122.pdf>), to areas within the United States.

The Selected Offeror certifies that it has undertaken an independent third-party audit Statement on Standards for Attestation Engagements (SSAE-16) certifications and must provide the State with Service Organization Control (SOC) 1 Type 2, SOC 2 Type 2, or equivalent certifications and other related documents, at initial implementation and on an annual basis going forward.

The Selected Offeror must maintain a robust and reliable data backup system. The Selected Offeror must perform a daily backup of the data and systems. The Selected Offeror must maintain a minimum sixty (60) days of data backups. The Selected Offeror shall archive and securely transport at least two (2) weekly copies of the data and systems backups to a secure external site. The Selected Offeror must provide daily backup reports of all successful/failed systems backups/archives to the State. The Selected Offeror must accomplish data recovery with a minimum slowdown of system functions. The Selected Offeror must provide a copy of all data to the State without delay upon request by the State.

The Selected Offeror must provide information on how the application will be recovered in the event of a disaster. This information should include Recovery Time Objectives and Recovery Point Objectives, and whether or not the Selected Offeror utilizes an alternate location for recovery purposes. If the Selected Offeror uses an alternate location, the Selected Offeror must provide the distance of the alternate location from the original location. The Selected Offeror must provide an annual certification that it has successfully tested disaster recovery systems and processes during that year.

The Selected Offeror must perform penetration testing at regular intervals according to Cloud Security Alliance (CSA) and Open Web Application Security Project (OWASP) recommendations.

The Selected Offeror must allow the State of Illinois Technical Safeguards Unit the ability to perform vulnerability scans at initial implementation and when there are major modifications to the application as defined in the Vulnerability Scanning Agreement.

The State may, at its own expense and with reasonable notice to the Selected Offeror, conduct a security assessment of the Selected Offeror's Solution, which may include the following;

- Prior to initial "official" production rollout of the application:
 - Whitelisted scanning and manual testing of the application only, with application credentials equal to the least privileged role within the application.
 - Manual verification of scan results with the same credentials.
 - Manual testing of the application for vulnerabilities.
 - The State will not conduct any denial-of-service (DOS) attacks.
 - The State will not scan or test any infrastructure devices (e.g., servers, switches, routers, Internet Protocol (IP) addresses).
- On a quarterly basis for the for the first year after initial production deployment:
 - Whitelisted scanning and manual testing of the application only, with application credentials equal to the least privileged role within the application.
 - Manual verification of scan results with the same credentials.
 - Manual testing of the application for vulnerabilities.
 - The State will not conduct any DOS attacks.
 - The State will not scan or test any infrastructure devices (e.g., servers, switches, routers, IP addresses).
- Prior to any enhancements or upgrades being deployed to production after the initial "official" production rollout of the application:
 - Whitelisted scanning and manual testing of the application only, with application credentials equal to the least privileged role within the application.
 - Manual verification of scan results with the same credentials.
 - Manual testing of the application for vulnerabilities.
 - The State will not conduct any DOS attacks
 - The State will not scan or test any infrastructure devices (e.g., servers, switches, routers, IP addresses).
- Monthly vulnerability scan: No whitelisting, non-credentialed scan (same day every month).
 - The Offeror is required to notify the hosting provider that the State will be scanning but does not need any whitelisting.

The Selected Offeror must remediate high and medium vulnerabilities within the application detected during the security assessments that are determined by the State to pose an unacceptable risk. The State will conduct rescans to verify remediation prior to deployment to the production at its own expense.

Data Destruction: After transfer of data back to the State and/or migration of data to a new or replacement system and following verification of the data, the Selected Offeror must purge any of the State's data that reside on its computer hardware or software. The Selected Offeror must perform this purge in a manner no less restrictive than set forth in the requirements for "Purge" contained in NIST Special Publication 800-88, Appendix A: Minimum Sanitization Recommendation for Media Containing Data. The State reserves the right to verify that data have been properly transferred prior to erasure and ensure that the data have been removed per this agreement. The Selected Offeror must certify in writing the method used, including the date and time of data destruction.

The Selected Offeror must develop a System Security Plan (SSP) using the guidance from the NIST Risk Management Framework (RMF) (NIST SP 800-18) to establish an information security program in accordance with the Federal Information Security Management Act and demonstrate compliance. The Selected Offeror will provide a security architecture diagram of the Selected Offeror's hosting environment as applicable to the protection of the State's data and application.

Security Control Assessment: The Selected Offeror must perform an internal security control assessment. Guidance to conducting and documenting a Security Control Assessment can be obtained from NIST SP 800-53A Guide for Assessing Security Controls in Federal Information Systems. The Selected Offeror will document the results of this assessment in a Security Assessment Report (SAR) to be approved by the State.

Security Risk Assessment: Once the Selected Offeror receives the approved SAR, the Selected Offeror must then develop a Security Risk Assessment based on the applicable security controls. Guidance to conducting and documenting the Security Risk Assessment can be obtained in NIST SP 800-30.

Plan of Action and Milestones (POA&M): After the State reviews and approves the Security Risk Assessment, the Selected Offeror shall develop a POA&M. The POA&M should be a living document that is based on the findings and recommendations of the security assessment report. The POA&M should describe the deficiencies in the security controls, address the residual risk, and detail plans for remediation. The Selected Offeror will provide the State with monthly updates regarding progress toward remediation of identified deficiencies in security controls.

Life Cycle Management: The Selected Offeror or its Business Associate shall perform security system reviews and reauthorization of the system at the direction of the State. The Selected Offeror or its Business Associate shall be responsible for meeting the following requirements:

- Performing continuous monitoring of the security system. The Selected Offeror's continuous monitoring must include periodically selecting a subset of the baseline controls for assessment. Based on assessment of these controls, the Selected Offeror must identify and implement subsequent remediation actions. The ongoing remediation process should include updating key documents, such as the SSP and POA&M.
- Prior to any system or environmental modifications, the Selected Offeror must perform a security impact analysis. The Selected Offeror must include this as a part of any change management or configuration management process. If the results of the modification indicate changes to security posture of the system, the Selected Offeror should initiate corrective actions

and revise and update appropriate documents. The updating of the documentation and continuous monitoring should provide near real-time risk management.

The Selected Offeror must produce a monthly Security Status Report for the State. The Status Report should provide essential information regarding the security posture of the system and the effectiveness of the controls deployed. The Selected Offeror should detail ongoing monitoring activities and ongoing remediation efforts to address known vulnerabilities.

The Selected Offeror shall ensure encryption of State of Illinois PII, as the term is defined in the NIST Publication 800-122 (<http://csrc.nist.gov/publications/nistpubs/800-122/sp800-122.pdf>). Encryption must be in compliance with encryption-related security controls as defined in the Internal Revenue Service (IRS) Publication 1075 (<https://www.irs.gov/uac/Encryption-Requirements-of-IRS-Publication-1075>). The Selected Offeror shall ensure to encrypt any Social Security Numbers utilized in the Solution during all phases of data use, including data in motion and in use. The Offeror shall ensure encryption of data at rest as soon as practical, and in no event beginning later than June 30, 2017.

The Selected Offeror will notify the State within twenty-four (24) hours of any identified information breach or other security incident which impacts the State's data or application.

If not specifically addressed in other Information Technology Requirements, the Selected Offeror must adhere to State of Illinois and Centers for Medicare & Medicaid Services technology and security Policies, Procedures, and Standards. When those Policies, Procedures and Standards do not address security and technology issues that arise, the Selected Offeror must adhere to IRS Publication 1075 as the standard.

The Selected Offeror shall house all data pertinent to this contract within the United States.

The Selected Offeror shall ensure that production data are not used outside of the production environment.

The Selected Offeror shall, upon request, provide proof of security awareness training for all of its employees and subcontractors.

The Selected Offeror will provide proof of a satisfactory completion of a fingerprint-based background check as defined in the Department of Justice, Federal Bureau of Investigation Criminal Justice Information Services Security Policy, IRS Publication 1075, and background check done by the Illinois State Police for all employees and subcontractors.

Appendix D: Requirements for Non-State-Hosted Applications/Services

Requirements for Non-State Hosted Applications/Services

The purpose of this document is to define requirements for technology Solutions procured by the State that are not hosted within the State's infrastructure.

A. Hosting Requirements

1. The Selected Offeror or its subcontractor shall supply all hosting equipment (hardware and software) required for performance of the software and services set forth in the contract.
2. The Selected Offeror shall provide secure access to all levels of users via the internet.
3. The Selected Offeror shall use commercially reasonable resources and efforts to maintain adequate internet connection bandwidth and server capacity.
4. The Selected Offeror or its subcontractors shall maintain all hosting equipment (hardware and software) and replace it as necessary to maintain compliance with the service-level agreements.
5. The Offeror shall monitor, prevent, and deter unauthorized system access. The Selected Offeror must report any and all known attempts to the State within **two (2)** business days. In the event of any penetration, impermissible use or disclosure of data, loss, or destruction of data, the Selected Offeror must immediately notify the State and take all reasonable steps to mitigate access and any potential harm or further disclosure, loss, or destruction of data. The Selected Offeror shall comply with state and federal data breach law and report security incidents to the State within one (1) hour of when the Selected Offeror knew of such unauthorized access, use, release, or disclosure of data.
6. The Selected Offeror or its subcontractor shall allow the State or its delegate, at times chosen by the State, to review the hosted system's location and security architecture.
7. The Selected Offeror's employees or subcontractors, who are directly responsible for day-to-day monitoring and maintenance of the hosted system, shall have industry standard certifications applicable to the environment and system architecture used.
8. The Selected Offeror or its subcontractor shall locate servers in a climate-controlled environment. The Selected Offeror or its subcontractor shall house all servers and equipment in an operational environment that meets industry standards, including climate control, fire and security hazard detection, electrical needs, and physical security.
9. The Selected Offeror shall examine system and error logs daily to minimize and predict system problems and initiate appropriate action.
10. The Offeror shall completely test and apply patches for all third-party software products before release. The Offeror shall apply all patches shall be applied without unreasonable delay.
11. The Selected Offeror shall provide the State with its annual American Institute of Certified Public Accountants (AICPA) Attestation Standard (AT) Sec. 101 Service Organization Control (SOC) 2, Type 2 certification (AT Sec. 101 SOC 2, Type 2), or an equivalent certification approved by the State. Equivalent certifications include but are not limited to International Organization of

Standards (ISO) 2700x certification; certification under the [Federal Information Security Management Act](#) (FISMA); and AT Sec. 101 SOC 3 (SysTrust/WebTrust) certification. Annually, the Selected Offeror shall provide an AT Sec. 101 SOC 2, Type 2 audit report, or its equivalent, to the State upon request.

B. System Availability

1. The Selected Offeror shall make available the system and any custom software twenty-four (24) hours per day, seven (7) days per week, as established by this request for proposals (RFP).
2. The Selected Offeror shall perform routine maintenance during the planned weekly maintenance period of daily from 2:00 AM to 5:00 AM Central Time. Routine maintenance shall include but is not limited to server upgrades/patching, software upgrades/patching, and hardware maintenance.
3. The Selected Offeror shall perform non-routine maintenance at a mutually agreeable time with provision of two (2) weeks advance notice to the State.
4. Emergency maintenance may be required at times to bring down the system. In such situations, if possible, the Selected Offeror shall give advance notice before the system goes down for maintenance to the State. The Selected Offeror will limit the emergency maintenance to those situations which require immediate action of bringing down the system that cannot wait for the next scheduled maintenance period.

C. Security and Other Requirements

1. The Selected Offeror shall conduct a third-party independent security/vulnerability assessment prior to implementation at its own expense and submit the results of such an assessment to the State within forty-five (45) business days prior to the implementation date. After the implementation date, the Selected Offeror shall conduct a third-party independent security/vulnerability assessment at its own expense on an annual basis and submit the results of such an assessment to the State within three (3) business days of completion of the assessment.
2. The Selected Offeror shall comply with the State's directions/resolutions to remediate the results of the security/vulnerability assessment to align with the standards of the State.
3. The Selected Offeror shall use industry best practices to protect access to the system with a firewall and firewall rules to prevent access by nonauthorized users and block all improper and unauthorized access attempts.
4. The Selected Offeror shall use industry best practices to provide system intrusion detection and prevention to detect intrusions in a timely manner.
5. The Selected Offeror shall use industry best practices to provide malware and virus protection on all servers and network components.
6. The Selected Offeror shall limit access to the system and servers and provide access only to those staff that must have access to provide services proposed.

7. The Selected Offeror shall provide all services, using security technologies and techniques, in accordance with industry best practices and the State's Information Technology Policies (ITPs) set forth in **Appendix E** (Information Technology Policies) of this RFP, including those relating to security policies, procedures, requirements, the prevention and detection of fraud, and any other inappropriate use or access of systems and networks.
8. **Attachment A**, which is hereby made a part of this agreement, is a Business Associate Agreement with which the Selected Offeror must agree if the services require it. If the Business Associate Agreement or other privacy and security requirements are applicable, the State agency or agencies procuring from or using services of the Selected Offeror will complete and submit **Attachment A**, which is hereby made a part of this agreement.

D. Data Storage

1. The Selected Offeror shall use industry best practices to update and patch all systems and third-party software to reduce security risk. The Selected Offeror shall protect their systems with anti-virus, host intrusion protection, incident response monitoring and reporting, network firewalls, and application firewalls, as well as employ system and application patch management to protect its network and customer data from unauthorized disclosure.
2. The Selected Offeror shall be solely responsible for all data storage required.
3. The Selected Offeror shall take all necessary measures to protect data, including but not limited to the backup of the servers on a daily basis in accordance with industry best practices and encryption techniques.
4. The Selected Offeror agrees to have appropriate controls in place to protect critical or sensitive data and shall employ stringent policies, procedures, and best practices to protect those data, particularly in instances where sensitive data may be stored on a Selected Offeror-controlled or Selected Offeror-owned electronic device.
5. The Selected Offeror shall utilize a secured backup Solution to prevent loss of data, back up all data every day, and store backup media. Storage of backup media offsite is required. Stored media must be kept in an all-hazards protective storage safe at the worksite and when taken off site. All backup data and media shall be encrypted.

E. Disaster Recovery

1. The Selected Offeror shall employ reasonable disaster recovery procedures to assist in preventing interruption in the use of the system.

F. Adherence to Policy

1. The Selected Offeror's support and problem resolution Solution shall provide a means to classify problems as to criticality and impact and with appropriate resolution procedures and escalation processes for each classification of problem.
2. The Selected Offeror shall abide by all the State's policies (i.e., ITPs).
3. The Selected Offeror shall comply with all pertinent federal and state privacy regulations.

H. Closeout

1. When the contract term expires or terminates, and at any other time at the written request of the State, the Selected Offeror must promptly return to the State all its data (and all copies of this information) in a format agreed upon by the State.

Appendix E: Information Technology Policies

Exhibit E1 below provides a list of the policies contained in **Attachment B**.

Exhibit E1. Information Technology Policies for Outsourced/Selected Offeror-Hosted Solutions

Policy	PDF Page in Attachment B
Acceptable Use Policy	P. 1
Access Control Policy	P. 12
Audit and Accountability Policy	P. 18
Awareness and Training Policy	P. 21
Configuration Management Policy	P. 23
Contingency Planning Policy	P. 26
Criminal Justice Information Services Security Supplemental Policy	P. 29
Federal Tax Information Supplemental Policy	P. 30
Identification and Authentication Policy	P. 31
Information Security Incident Management Policy	P. 34
Media Protection Policy	P. 39
Overarching Enterprise Information Security Policy	P. 41
Payment Card Industry Data Security Policy	P. 58
Personnel Security (Enterprise Information Security Policy)	P. 60
Protected Health Information Supplemental Policy	P. 64
Physical and Environmental Protection Policy	P. 65
Privacy: Accountability, Audit, and Risk Management	P. 69
Privacy: Data Minimization and Retention Privacy Policy	P. 72
Privacy: Data Quality and Integrity Privacy Policy	P. 74
Privacy: Security Policy	P. 76
Privacy: Transparency Authority and Purpose Privacy Policy	P. 78
Privacy: Use Limitation Privacy Policy	P. 81
Program Management Policy	P. 83
Risk Assessment Policy	P. 87
Security Assessment and Authorization Policy	P. 89
Security Planning Policy	P. 92
System and Communication Protection Policy	P. 95
System and Information Integrity Policy	P. 99
System and Services Acquisition Policy	P. 102
System Maintenance Policy	P. 106

Appendix F: Required Interfaces and Systems Integration

Exhibit F1 includes all interfaces, including but not limited to those required by federal and state laws and regulations.

Exhibit F1. Interfaces with the State Medicaid Agency

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency
Account Transfer	State Medicaid agency	Transfer the individual's application, all relevant verification data, and any eligibility determination details obtained by the State-Based Exchange (SBE) to the Medicaid or Children's Health Insurance Program (CHIP) agency, and vice versa.	Incoming and outgoing	Real-time (24/7)
Non-Employer Sponsored Insurance (ESI) Minimal Essential Coverage (MEC)	State Medicaid agency	Obtain eligibility details for Medicaid, CHIP, and other available programs based on Social Security Number (SSN).	Outgoing	Real-time (24/7)
Managed Care Organization (MCO) Enrollment	State Medicaid agency	Transfer MCO plan selections from the SBE to the Medicaid agency. Transfer automatic MCO enrollments from the SBE to the Medicaid agency. Note: Applicable to Scope of Work (SOW) 2 only	Incoming and outgoing	Real-time (24/7)

Exhibit F2 includes all interfaces, including but not limited to those required by federal and state laws and regulations.

Exhibit F2. Interfaces with the Federal Data Services Hub (FDSH)

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency	CMS Version
Remote Identity Proofing (RIDP)	FDSH	Obtain data from Experian™ to perform remote identity proofing to validate a user claim	Outgoing	Real-time (24/7)	V2.0 (or most recent)

Interface Name	Data Source	Short Description	Incoming/ Outgoing	Frequency	CMS Version
		that he/she/they is who he/she/they claims to be.			version, as required)
Social Security Administration (SSA): Composite	FDSH	Obtain data regarding SSN, citizenship, and other types of SSA data for the individual.	Outgoing	Real-time (24/7)	V1.0 (or more recent version, as required)
Verify Lawful Presence (VLP) from the Department of Homeland Security (DHS)	FDSH	Obtain data regarding an individual's lawful presence or naturalized citizenship with DHS using DHS existing web services.	Outgoing	Real-time (24/7)	V37.0 (or more recent version, as required)
The Employment and Income Verification System (TALX)- FDSH	FDSH	Obtain employer and income information from Equifax®.	Outgoing	Real-time (24/7)	V1.0 (or more recent version, as required)
Renewal & Redetermination Verification (RRV)	FDSH:TALX FDSH: SSA	Leverage Centers for Medicare & Medicaid Services (CMS) Bulk Service (H79 RRV) to obtain verification data from FDSH during automated renewal processing.	Request/ response	Batch (monthly)	V1.0 (or more recent version, as required)
Failure to Reconcile (FTR)	FDSH	Obtain data regarding failure to reconcile Advance Premium Tax Credits (APTCs) on federal tax returns.	Outgoing	Real-time (24/7)	Most recent version, as required
ESI MEC Check	FDSH	Obtain eligibility for ESI from FDSH.	Outgoing	Real-time (24/7)	Most recent version, as required
Periodic Data Matching (PDM) Checks	FDSH	Leverage various FDSH (and other interfaces, as needed) to complete PDM eligibility checks.	Outgoing	Batch	Most recent version, as required

Exhibit F3 includes all interfaces, including but not limited to those required by federal and state laws and regulations.

Exhibit F3. Interfaces with Other State Resources

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency
State Wage Information Collection Agency (SWICA)	Illinois Department of Employment Security (IDES)	Required to verify employer-related income and eligibility information for Medicaid.	Outgoing	Real-time (24/7)
Illinois Department of Revenue (DOR) Easy Enrollment	Illinois DOR	Data from state tax returns for individuals who submitted the Easy Enrollment state tax form.	Incoming	Real-time (24/7)
Single Sign-On (SSO)	ILogin, ILPartner, ILWorkforce	Data to create secure user accounts, authenticate user login credentials, and other activities required for secure login.	Incoming and outgoing	Real-time (24/7)
Incarceration Checks	Available state resources	Check state resources to verify incarceration status. Note: Applicable to SOW2 only	Outgoing	Real-time (24/7)

Exhibit F4 includes all interfaces, including but not limited to those required by federal and state laws and regulations.

Exhibit F4. Interfaces with Qualified Health Plan (QHP) Insurers

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency
American National Standards Institute (ANSI) 834 Enrollment Transactions	SBE and Qualified Health Plan (QHP) insurers	Transfer of all enrollment transaction types required to ensure enrollment systems are in sync, including but not limited to add, change/update, term/cancel, acknowledgements, TA1/999, and effectuations.	Incoming and Outgoing	Real-time (24/7)
Reconciliation Inbound/	SBE and QHP insurers	Transfer of detailed enrollment records on a	Incoming and Outgoing	Batch (monthly,

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency
Outbound (RCNI/RCNO)		regular basis to identify discrepancies.		or more frequently as required)

Exhibit F5 includes all interfaces, including but not limited to those required by federal and state laws and regulations.

Exhibit F5. Interfaces with Other Entities

Interface Name	Data Source	Short Description	Incoming/Outgoing	Frequency
SBE Inbound (SBEI) for Policy-Based Payments (PBP)	SBE	Transfer of enrollment details to CMS for purposes of policy-based payments in a manner and frequency as required by CMS.	Outgoing	Batch (monthly, or more frequently as required)
Form 1095 Reporting to the Internal Revenue Service (IRS)	SBE	Transfer information to the IRS regarding Form 1095-As issued by the SBE in a manner and frequency as required by IRS.	Outgoing	Batch (as frequently as required)
Enrollment Data to the IRS	SBE	Transfer of enrollment details to the IRS in a manner and frequency as required by CMS.	Outgoing	Batch (monthly, or more frequently as required)

Appendix G: Customer Service Transformation Standards

The State is committed to improving digital interactions with citizens as well as individuals and entities that conduct business with or on behalf of the State (each being a “Business Partner”). The State launched Customer Service Transformation to help the State achieve these objectives; it is based on the following six design principles:

1. A single online destination for services;
2. Secure access to services through a single login;
3. A consistent and user-friendly online experience across all services;
4. A consolidated and streamlined digital footprint;
5. Continuous improvement through customer feedback; and
6. A single phone number to direct citizens or Business Partners to the services they are seeking.

Offerors are expected to acknowledge these principles. The Selected Offeror shall align its performance and deliverables under the contract awarded from this request for proposals (RFP) with these principles.

Appendix H: Draft Service-Level Agreements and Associated Liquidated Damages

Draft Service-Level Agreements and Associated Liquidated Damages: Information Technology Maintenance and Operations

The Selected Offeror shall meet or exceed the following service-level agreements (SLAs), beginning upon public deployment of all or part of the system(s) in a specific Scope of Work (SOW) unless otherwise indicated in the details of the specific SLA. If the Selected Offeror fails to meet the SLAs described below, and the Selected Offeror's failure is not attributable to the State, the Selected Offeror shall owe the State the amount of the associated liquidated damages, which shall be credited to the associated invoice for the period in which the SLA non-compliance occurred. The process and format for reporting and monitoring SLAs shall be mutually defined by the Selected Offeror and State at least ninety (90) days prior to the go-live date of the subject SOW.

The Selected Offeror shall provide SLA performance and liquidated damages reports as follows:

1. For SLAs with a daily measurement period: The Selected Offeror must deliver reports by 10:00 AM Central Time on the next business day. The State will have three (3) business days to reject the report and provide a documented rationale and recommended remediation to the Selected Offeror.
2. For SLAs with a monthly measurement period: The Selected Offeror must deliver reports by 9:00 AM Central Time on the sixth business day after the last business day of the closing month. The State will have five (5) business days to reject the report and provide a documented rationale and recommended remediation to the Selected Offeror.
3. For SLAs with a quarterly measurement period: The Selected Offeror must deliver reports by 9:00 AM Central Time on the tenth business day after the last business day of the closing quarter. The State will have ten (10) business days to reject the report and provide a documented rationale and recommended remediation to the Selected Offeror.

In all cases, if the Selected Offeror does not provide the SLA reports as outlined above unless otherwise agreed upon by the State, the Selected Offeror will be assessed the full liquidated damages associated with each SLA not reported. **At no time will the aggregate liquidated damages within a given month associated with SLA failures be greater than the calculated monthly Maintenance and Operations (M&O) costs. During Transition to Production Operations (TPO), the Year 1 monthly M&O costs apply.**

In addition, for all SLAs involving system performance that can be measured by computer based-tools, such systems and reports shall be directly accessible to the State in real time without Selected Offeror intervention.

1. Key Personnel Requirements

1.1. Description

- 1.1.1. Positions that the Selected Offeror designates in the agreement as Key Personnel shall not remain vacant for more than thirty (30) contiguous calendar days during Design,

Development, and Implementation (DDI) and TPO. Key Personnel positions require State approval for any new candidate and shall not be filled with Selected Offeror personnel who fulfill another Key Personnel role on the project. The role and responsibilities of any Key Personnel filling a Key Personnel position in a temporary capacity (i.e., thirty [30] days or less) cannot also maintain responsibilities for another position related to this contract or another assignment within the Selected Offeror's business during the temporary period in which the Selected Offeror is searching for a Key Staff replacement.

1.1.2. Conditions that will trigger this SLA:

- 1.1.2.1. If any of the Key Personnel are removed from the project at the Selected Offeror's unilateral direction and still employed by the Selected Offeror in any capacity.
- 1.1.2.2. If any of the Key Personnel are absent from the project for more than four (4) contiguous weeks or five (5) total weeks in a rolling twelve-month (12-month) period for reasons other than personal illness or mutually agreed-upon vacation.

1.1.3. Conditions that will not trigger this SLA:

- 1.1.3.1. If the State agrees that the replacement is equal to or better than the then current Key Person, then, at the State's sole discretion, it may waive this SLA.

1.2. Measurement Period

- 1.2.1. Monthly during DDI and TPO for each SOW.

1.3. Reporting Requirements

- 1.3.1. The Selected Offeror must either report "no Key Staff changes" or identify a known or anticipated change in Key Personnel.

1.4. Liquidated Damages

- 1.4.1. Upon occurrence of any of the conditions that will trigger this SLA = \$200,000 per occurrence.
- 1.4.2. For each calendar day beyond the thirty-day (30-day) vacancy window = \$3,000.

2. Compliance with Federal and State Laws, Regulations, and Policies

2.1. Description

- 2.1.1. One hundred percent (100%) compliance with federal and state laws, rules, and regulations governing health insurance exchanges, Medicaid, and other relevant health and human service programs.

2.2. Measurement Period

2.2.1. Monthly.

2.3. Reporting Requirements

2.3.1. The Selected Offeror must either report “no known law or regulation noncompliance” or identify a known noncompliance with a corresponding rationale.

2.4. Liquidated Damages

2.4.1. The Selected Offeror will be assessed the greater of the total value of any penalties, legal settlements, or other tangible costs related to the noncompliance or \$5,000 per day for each day for any noncompliance once identified or made known to the State that the Selected Offeror was informed of or was readily available and knowable to the Selected Offeror in the public domain as stipulated in Sections 7.1.3 and 7.6.8 of this request for proposals (RFP).

3. Production System Availability

3.1. Description

3.1.1. Includes all components of the systems included in the agreement for the State-Based Exchange (SBE), Customer Assistance Center (CAC), eligibility, and any other contracted for systems, including hosting environments, networks, servers, telecommunication system(s), etc.

System availability shall be ninety-nine point nine percent (99.9%) available to users twenty-four (24) hours per day for a calendar month with no dates excluded. Downtime for system maintenance during off-peak hours agreed upon by the State is not to be included in the calculation of system availability.

3.2. Measurement Period

3.2.1. Monthly.

3.3. Reporting Requirements

3.3.1. The Selected Offeror’s report shall identify the total number of hours in the reporting month, total nonavailability minutes allocated to State-approved downtime, total number of actual minutes available to users, and resultant percentage of the following:

Total Minutes Available and Fully Functional to Users
(Total Minutes in the Calendar Month – Total State-Approved Downtime Minutes)

3.4. Liquidated Damages

3.4.1. \$500 per minute of nonavailability of any system (or sub-system) to a maximum of the full apportioned annual M&O fees for the month.

4. Non-Production Downtime

4.1. Description

4.1.1. The amount of time any non-production system is unavailable for supported hours as defined below. A non-production system is considered unavailable whenever no authorized user can access the system or sub-system.

4.1.1.1. Measurement 1: Core Hours (Central Time)

a. Business days from 8:00 AM–6:00 PM.

4.1.1.2. Measurement 2: Off Hours (Central Time)

a. Business days from 6:00 AM–8:00 AM.

b. Business days from 6:00 PM–10:00 PM.

c. Non-business days from 8:00 AM–8:00 PM.

Note: To minimize operational impact, all scheduled maintenance will occur during off-peak hours and can be scheduled to take place on weekends.

4.2. Measurement Period

4.2.1. Monthly (from the agreement start date).

4.3. Reporting Requirements

4.3.1. The Selected Offeror's report shall identify the total number of hours in the reporting month, total nonavailability minutes allocated to State-approved downtime, total number of actual minutes available to users and resultant percentage of the following:

Total Minutes Available and Fully Functional to Users

(Total Minutes in the Calendar Month – Total State-Approved Downtime Minutes)

4.4. Liquidated Damages

4.4.1. Measurement 1:

4.4.1.1. For each environment unavailable for greater than four (4) hours but less than eight (8) hours in a day: \$1,000 per environment per day.

4.4.1.2. For each environment unavailable for greater than eight (8) hours in a day: \$2,500 per environment per day.

4.4.2. Measurement 2:

4.4.2.1. For each environment unavailable for greater than four (4) hours but less than eight (8) hours in a day: \$250 per environment per day.

4.4.2.2. For each environment unavailable for greater than eight (8) hours in a day: \$500 per environment per day.

5. System Response Time

5.1. Description

- 5.1.1. The average user response time per hour, aggregated over the measurement period for the overall system or any sub-system. For clarity, if the total system comprises four (4) subsystems and three (3) of the four (4) systems perform per SLA but one (1) fails, the SLA has not been met.

Response time measures do not include batch, bulk reporting, bulk mail generation, etc.

Response time measures do include any end user end-to-end real-time transactions, including but not limited to automated eligibility determination upon users entering "Submit."

In measuring these transactions, network transport times outside of the hosting physical environment are not included in the measurement.

Therefore, the Selected Offeror must have an always available transaction monitoring system at the hosting location measuring average end user transactions (i.e., receipt of request to response time) over sixty-second (60-second) production periods.

The service level is an average over each minute of two (2) seconds or less.

5.2. Measurement Period

- 5.2.1. Non-Open Enrollment Period (OEP): Monthly.
- 5.2.2. During an OEP: Daily.

5.3. Reporting Requirements

- 5.3.1. The total number of planned available production minutes where a one-minute (1-minute) average is greater than the following:

Two (2) Seconds

Total Number of Planned Available Production Minutes for the Calendar Month

5.4. Liquidated Damages

- 5.4.1. \$500 per hour for each hour average that is greater than two (2) seconds for any system (or sub-system) to a maximum of the full apportioned annual M&O fees for the month.

6. Data, Batch, and Reporting Accuracy and Processing Integrity

6.1. Description

- 6.1.1. All systems must maintain current and accurate data as required to conduct the functions outlined in the agreement and in compliance with all requirements therein, including but not limited to real-time transactions, eligibility and enrollment, reporting, and correspondence generation.

6.2. Measurement Period

- 6.2.1. Monthly.

6.3. Reporting Requirements

- 6.3.1. The Selected Offeror shall report any identified data inaccuracy or inconsistency at the time of identification either through automation or as part of the regular defect, issue, or ticketing systems. The Selected Offeror shall create a monthly report identifying every data inaccuracy or inconsistency consistent with the categorization of priority described in the “Defects, Issues, Incidents, and Ticketing Response and Resolution” SLA.

6.4. Liquidated Damages

- 6.4.1. Each Priority 1 Issue causing inaccuracy or inconsistency: \$20,000.
- 6.4.2. Each Priority 2 Issue causing inaccuracy or inconsistency: \$10,000.
- 6.4.3. Each Priority 3 Issue causing inaccuracy or inconsistency: \$5,000.
- 6.4.4. Each Priority 4 Issue causing inaccuracy or inconsistency: \$50.

7. Eligibility Assessments, Determinations, and Subsidy Calculations

7.1. Description

- 7.1.1. Ninety-nine percent (99%) accuracy rate in eligibility assessments, determinations, and subsidy calculations based on eligibility rules as approved by the State.

7.2. Measurement Period

- 7.2.1. Non-OEP: Monthly
- 7.2.2. During an OEP: Daily

7.3. Reporting Requirements

- 7.3.1. The Selected Offeror shall report any identified incorrect eligibility assessment, determination, and/or subsidy calculation at the time of identification either through automation or as part of the regular defect, issue, or ticketing systems. In addition, an incorrect calculation may be determined because it was identified by the applicant via the applicant self-identifying the calculation and communicating it to the State or via the State (or any of its business partners, State agencies, or federal agencies). The SLA applies to all inaccurate eligibility assessments, determinations, and subsidy calculations regardless of who reported it.

7.4. Liquidated Damages

- 7.4.1. Non-OEP: \$1,000 for each incorrect calculation over the SLA threshold, to an aggregate maximum of the full apportioned annual M&O fees for the month.
- 7.4.2. During an OEP: \$5,000 for each incorrect calculation over the SLA threshold, to an aggregate maximum of the full apportioned annual M&O fees for the month.

8. Defects, Issues, Incidents, and Ticketing Response and Resolution

8.1. Description

- 8.1.1. Conduct individual operational problem management for defects, issues, incidents, and tickets as they occur during the M&O phase of the project, including problems associated with all system components and all forms of State- or customer-identified concerns, collectively referred to as “issues.” The Selected Offeror is to classify, communicate to the State, document, address, and track all issues. The Selected Offeror is to provide software tools and project management best practices to enable the tracking of a specific issue from identification through correction, including all testing performed to ensure the correct fix is in place. The Selected Offeror is to document issues in an agreed-upon format and categorization with the State as follows:
- 8.1.1.1. Priority 1 Issues: Critical business impact. Indicates that core functionality is unavailable for use, is operating but yielding incorrect results, or has such severe performance issues that they result in a critical impact on operations, pervasive data, or calculation errors, impacting a significant percentage (greater than twenty-five percent [25%]) of the total customer base. Requires immediate State notification, half-hour (0.5-hour) updates, temporary resolution within two (2) hours, and a permanent resolution within one (1) business week.
 - 8.1.1.2. Priority 2 Issues: Severe business impact. Indicates that a portion(s) of the core functionality is unavailable for use, is operating but yielding incorrect results, or has such severe performance issues that they result in a severe impact on operations, pervasive data, or calculation errors, impacting a large percentage (i.e., greater than ten percent [10%] but less than twenty-five percent [25%]) of the total customer base. Requires immediate State notification, twice daily updates, temporary resolution within two (2) calendar days, and a permanent resolution within two (2) business weeks.
 - 8.1.1.3. Priority 3 Issues. Moderate business impact. Indicates that an isolated, non-mission critical portion(s) of the core functionality is unavailable for use, is operating and yielding incorrect results, or has performance issues resulting in a moderate impact on operations, pervasive data, or calculation errors, impacting a moderate percentage (i.e., greater than one percent [1%] but less than ten percent [10%]) of the total customer base. Requires State notification within twenty-four (24) hours, twice weekly updates, temporary resolution within one (1) calendar week, and a permanent resolution within two (2) business weeks.
 - 8.1.1.4. Priority 4 Issues. Low business impact. Indicates that a minor, non-mission critical portion(s) of the core functionality is unavailable for use, is operating but yielding incorrect results, or has performance issues resulting in a minor impact on operations, pervasive data, or calculation errors, impacting a small percentage (i.e., less than one percent [1%]) of the total customer base. Requires State notification within twenty-four (24) hours, weekly updates, temporary resolution within two (2) calendar weeks, and a permanent resolution within one (1) month unless within an OEP, for which the temporary

resolution must be in place at least one (1) week prior to the close of the OEP. Independent of the OEP, a permanent Solution must be in place within two (2) months.

8.2. Measurement Period

- 8.2.1. Monthly.

8.3. Reporting Requirements

- 8.3.1. The Selected Offeror shall report any issue and its temporary and permanent resolution starting at the time of reporting, either through automation or as part of the regular defect, issue, or ticketing systems. The Selected Offeror will continue to report on the issue until receipt of State-approved closure of the issue.

8.4. Liquidated Damages

- 8.4.1. Priority 1 issues standard not met:

- 8.4.1.1. Notification: \$500 per day per issue.
- 8.4.1.2. Temporary Resolution: \$50,000 per day per issue.
- 8.4.1.3. Permanent Resolution: \$10,000 per day per issue.

- 8.4.2. Priority 2 issues standard not met:

- 8.4.2.1. Notification: \$250 per day per issue.
- 8.4.2.2. Temporary Resolution: \$25,000 per day per issue.
- 8.4.2.3. Permanent Resolution: \$5,000 per day per issue.

- 8.4.3. Priority 3 issues standard not met:

- 8.4.3.1. Notification: \$50 per day per issue.
- 8.4.3.2. Temporary Resolution: \$5,000 per day per issue.
- 8.4.3.3. Permanent Resolution: \$1,000 per day per issue.

- 8.4.4. Priority 4 issues standard not met:

- 8.4.4.1. Notification: \$5 per day per issue.
- 8.4.4.2. Temporary Resolution: \$500 per day per issue.
- 8.4.4.3. Permanent Resolution: \$100 per day per issue.

9. Internal Support Help Desk: Maximum Time to Answer

9.1. Description

- 9.1.1. At least ninety-nine percent (99%) of Help Desk calls are answered in two (2) minutes or less. For callbacks (i.e., the caller leaves a message with the callback number), calls are answered within ten (10) minutes.

9.2. Measurement Period

- 9.2.1. Non-OEP: Monthly.
- 9.2.2. During an OEP: Daily.

9.3. Reporting Requirements

- 9.3.1. Using an automated call tracking system percentage is:

- 9.3.1.1. For initial call maximum time:

Total Call Answers Within Two (2) Minutes
(Total Number of Calls Received – Calls Abandoned within thirty [30] seconds)

- 9.3.1.2. For callback maximum time:

Total Calls Which Left a Callback Message and Number Called Back Within Ten (10) minutes
Total Number of Callbacks Requested

9.4. Liquidated Damages

- 9.4.1. Maximum Time to Answer and Maximum Time to Call Back are each calculated separately, and fifty percent (50%) of each is added to create a total percentage.

- 9.4.1.1. Non-OEP:

- a. Less than ninety-nine percent (99%) but greater than or equal to ninety percent (90%) = \$20,000 per month.
 - b. Less than ninety percent (90%) but greater than or equal to seventy-five percent (75%) = \$30,000 per month.
 - c. Less than seventy-five percent (75%) but greater than or equal to fifty percent (50%) = \$50,000 per month.
 - d. Less than fifty percent (50%) = \$150,000 per month.

- 9.4.1.2. During an OEP:

- a. Less than ninety-nine percent (99%) but greater than or equal to ninety percent (90%) = \$5,000 per CAC Operations Day.
 - b. Less than ninety percent (90%) but greater than or equal to seventy-five percent (75%) = \$10,000 per CAC Operations Day.
 - c. Less than seventy-five percent (75%) but greater than or equal to fifty percent (50%) = \$20,000 per CAC Operations Day.
 - d. Less than fifty percent (50%) = \$50,000 per CAC Operations Day.

10. Build/Release Quality

- 10.1. Description

10.1.1. Number of issues scheduled for a release that were identified as unresolved upon release or newly introduced issues resulting from the release (see Priority 1–4 issues definitions described in the “Defects, Issues, Incidents, and Ticketing Response and Resolution” SLA):

- 10.1.1.1. Priority 1: Zero (0) issues per build/release.
- 10.1.1.2. Priority 2: No more than one (1) issue per build/release.
- 10.1.1.3. Priority 3: No more than five (5) issues per build/release.
- 10.1.1.4. Priority 4: No more than ten (10) issues per build/release.

10.2. Measurement Period

- 10.2.1. Non-OEP: Monthly reported, monthly assessed.
- 10.2.2. During an OEP: Daily reported, weekly assessed.

10.3. Reporting Requirements

10.3.1. For each measurement period, count the number of new or unresolved issues from the most recent release that were discovered since that release. For example, if there is a release on Monday during an OEP, on Tuesday, two (2) Priority 3 issues are found; on Wednesday, three (3) Priority 3 issues are found; on Thursday, 0 Priority 3 issues are found; and on Friday, one (1) Priority 3 issue is found. The Selected Offeror should report the findings each day. For the week, the Priority 3 threshold of five (5) issues would be exceeded by one (1) issue as there were six (6) Priority 3 issues. The associated liquidated damages would be \$2,500.

10.4. Liquidated Damages

- 10.4.1. Priority 1 standard not met: Non-OEP = \$20,000 per issue above the threshold; OEP = \$10,000 per issue above the threshold.
- 10.4.2. Priority 2 standard not met: Non-OEP = \$10,000 per issue above the threshold; OEP = \$5,000 per issue above the threshold.
- 10.4.3. Priority 3 standard not met: Non-OEP = \$5,000 per issue above the threshold; OEP = \$2,500 per issue above the threshold.
- 10.4.4. Priority 4 standard not met: Non-OEP = \$1,000 per issue above the threshold; OEP = \$500 per issue above the threshold.

11. Cybersecurity and Data Privacy/Protection

11.1. Description

11.1.1. It is of paramount importance that the State ensures the confidentiality and protection of all user data and maintains compliance with all relevant standards, including but not limited to Minimal Acceptable Risk Security and Privacy Controls for Exchange (MARS-E) or its successor, the National Institute of Standards and Technology (NIST), and all

Department of Innovation & Technology (DoIT) security standards and policies. The Selected Offeror must perform annual security audits on a timely basis resulting in no critical or high findings as defined below.

- 11.1.1.1. Privacy/Security Priority 1 Issues: Implementation of urgent-priority security patches, updates, and security or data protection findings that present a highly likely event with pervasive implications to the disclosure of confidential Personally Identifiable Information (PII) and/or disruption of services if vulnerability is exploited by a person or organization with malicious intent. Notification of discovery of the event or potential of an event is required to be immediate. Temporary resolution of the vulnerability must be enacted within twenty-four (24) hours. Permanent resolution must be enacted within one (1) business week.
- 11.1.1.2. Privacy/Security Priority 2 Issues: Implementation of high-priority security patches, updates, and security or data protection findings that present a likely event with significant implications to the disclosure of confidential PII and/or disruption of some services if vulnerability is exploited by a person or organization with malicious intent. Notification of discovery of the event or potential of an event is required to be immediate. Temporary resolution of the vulnerability must be enacted within twenty-four (24) hours. Permanent resolution must be enacted within one (1) business week.
- 11.1.1.3. Privacy/Security Priority 3 Issues. Implementation of medium-priority security patches, updates, and security or data protection findings that present a potential event with somewhat isolated implications to the disclosure of confidential PII and/or disruption of some services if vulnerability is exploited by a person or organization with malicious intent. Notification of discovery of the event or potential of an event is required to be within twenty-four (24) hours. Temporary resolution of the vulnerability must be enacted within forty-eight (48) hours. Permanent resolution must be enacted within two (2) business weeks.
- 11.1.1.4. Privacy/Security Priority 4 Issues. Implementation of low-priority security patches, updates, and security or data protection findings that present a likely event with implications to a small number of individuals (e.g., less than fifty [50]) to the disclosure of confidential PII and/or disruption of limited services if vulnerability is exploited by a person or organization with malicious intent. Notification of discovery of the event or potential of an event is required to be immediate. Temporary resolution of the vulnerability must be enacted within forty-eight (48) hours. Permanent resolution must be enacted within one (1) business month.

11.2. Measurement Period

- 11.2.1. Monthly, which includes performance of annual audits and reports within the month the audit is performed.

11.3. Reporting Requirements

- 11.3.1. Each month, any issue is categorized and counted using the standards for Privacy/Security Priorities 1–4.

11.4. Liquidated Damages

- 11.4.1. At a minimum, for any cybersecurity incident that occurs which exposes customer PII to an unauthorized party, the damages shall be actual costs to remediate and comply with federal and state laws regarding notification and compensation to potential victims of the cybersecurity breach.

- 11.4.1.1. Privacy/Security Priority 1 standard not met:

- a. Notification: \$10,000 per day per issue.
- b. Temporary Resolution: \$50,000 per day per issue.
- c. Permanent Resolution: \$10,000 per day per issue.

- 11.4.1.2. Privacy/Security Priority 2 standard not met:

- a. Notification: \$2,500 per day per issue.
- b. Temporary Resolution: \$25,000 per day per issue.
- c. Permanent Resolution: \$5,000 per day per issue.

- 11.4.1.3. Privacy/Security Priority 3 standard not met:

- a. Notification: \$500 per day per issue.
- b. Temporary Resolution: \$5,000 per day per issue.
- c. Permanent Resolution: \$1,000 per day per issue.

- 11.4.1.4. Privacy/Security Priority 4 standard not met:

- a. Notification: \$100 per day per issue.
- b. Temporary Resolution: \$500 per day per issue.
- c. Permanent Resolution: \$100 per day per issue.

12. Timely Delivery of Documents For Authority to Connect

12.1. Description

- 12.1.1. Failure to complete, ensure accuracy of, and submit to the State no less than ten (10) business days prior to the federal due date necessary to maintain all project scheduled dates (most notably, deployment to full production) for submission-required federal documents in a timely manner to ensure Authority to Connect (ATC) approval, including but not limited to the System Security Plan, Plan of Action and Milestones, and documentation and support to execute the Interconnection Security Agreement with the Centers for Medicare & Medicaid Services (CMS).

12.2. Measurement Period

- 12.2.1. Monthly; if no submission is due in a given month, the measurement period is not applicable.

12.3. Reporting Requirements

- 12.3.1. Each month; for any federal ATC documents required for which the ten-day (10-day) advance date falls within the reporting month or carries over from the prior due month, list the document(s) along with the document's original due date to the State and the federal CMS due date.

12.4. Liquidated Damages

- 12.4.1. \$1,000 per day beyond the required due date to the State for each document for the initial filing and any subsequent years filing.

13. Disaster Recovery and Business Continuity

13.1. Description

- 13.1.1. Perform pre-go-live and annual disaster recovery and business continuity testing, as well as confirm that all tests meet or perform better than the following requirements:

- 13.1.1.1. Performance of annual disaster recovery and business continuity testing:
 - a. Business Continuity: Recovery Time Objective (RTO) of two (2) hours or less.
 - b. Business Continuity: Recovery Point Objective (RPO) of half an hour (0.5 hours) or less.
 - c. Disaster Recovery: RTO of three (3) calendar days or less.
 - d. Disaster Recovery: RPO of one (1) calendar day or less.

13.2. Measurement Period

- 13.2.1. Annual and monthly on any month where business continuity or disaster recovery is enacted, including when enacted for testing.

13.3. Reporting Requirements

- 13.3.1. Report monthly; if no test nor event occurs, the Selected Offeror should report this as "not applicable."

13.4. Liquidated Damages

- 13.4.1. Performance of annual disaster recovery and business continuity testing = \$1,000 per day after the annual anniversary date or schedule date has occurred.

- 13.4.1.1. Business Continuity—RTO:

- a. Greater than two (2) hours but less than or equal to four (4) hours = \$5,000 per test/event.
- b. Greater than four (4) hours but less than or equal to twenty-four (24) hours = \$10,000 per test/event.
- c. Greater than twenty-four (24) hours = \$25,000 per test/event.

13.4.1.2. Business Continuity—RPO of 0.5 hours or less:

- a. Greater than half an hour (0.5 hours) but less than or equal to two (2) hours = \$5,000 per test/event.
- b. Greater than two (2) hours but less than or equal to eight (8) hours = \$10,000 per test/event.
- c. Greater than eight (8) hours = \$25,000 per test/event.

13.4.1.3. Disaster Recovery—RTO of three (3) days or less:

- a. Greater than three (3) calendar days but less than or equal to five (5) calendar days = \$5,000 per test/event.
- b. Greater than five (5) calendar days but less than or equal to ten (10) calendar days = \$50,000 per test/event.
- c. Greater than ten (10) calendar days = \$250,000 per test/event.

13.4.1.4. Disaster Recovery—RPO of 1 day or less:

- a. Greater than one (1) day but less than or equal to two (2) calendar days = \$10,000 per test/event.
- b. Greater than two (2) calendar days but less than or equal to five (5) calendar days = \$100,000 per test/event.
- c. Greater than five (5) calendar days = \$250,000 per test/event.

14. CAC: Maximum Average Time to Answer

14.1. Description

- 14.1.1. The CAC maintains a maximum average time to answer of ten (10) minutes. This SLA applies to live calls and live chats.

14.2. Measurement Period

- 14.2.1. Non-OEP: Monthly.
- 14.2.2. During an OEP: Daily.

14.3. Reporting Requirements

14.3.1. Non-OEP: The sum of each day's maximum time to answer for all calls that day (not including calls abandoned in thirty [30] seconds or less in past month)/total CAC Operations Days in that month.

14.3.2. During an OEP: Maximum time to answer for all calls that day (not including calls abandoned in thirty [30] seconds or less in that day).

14.4. Liquidated Damages

14.4.1. Non-OEP:

14.4.1.1. \$5,000 per month when the daily maximum average across the month is above ten (10) minutes but less than fifteen (15) minutes.

14.4.1.2. \$10,000 per month when the daily maximum average across the month is above fifteen (15) minutes but less than twenty (20) minutes.

14.4.1.3. \$20,000 per month when the daily maximum average across the month is greater than twenty (20) minutes.

14.4.2. During an OEP:

14.4.2.1. \$2,500 per day when the daily maximum is above ten (10) minutes but less than fifteen (15) minutes.

14.4.2.2. \$5,000 per day when the daily maximum is above fifteen (15) minutes but less than twenty (20) minutes.

14.4.2.3. \$10,000 per day when the daily maximum is greater than twenty (20) minutes.

15. CAC: Average Time to Answer

15.1. Description

15.1.1. The CAC maintains an average time to answer of two (2) minutes. This SLA applies to live calls and live chats.

15.2. Measurement Period

15.2.1. Non-OEP: Monthly.

15.2.2. During an OEP: Daily.

15.3. Reporting Requirements

15.3.1. Non-OEP: The sum of each time to answer all calls that month (not including calls abandoned in thirty [30] seconds or less in the past month)/total calls that month not abandoned in thirty [30] seconds or less that month.

15.3.2. During an OEP: The sum of time to answer of all calls that day (not including calls abandoned in thirty [30] seconds or less)/Total calls that day not abandoned in thirty [30] seconds or less.

15.4. Liquidated Damages

15.4.1. Non-OEP:

- 15.4.1.1. \$5,000 per month when the average across the month is above five (5) minutes but less than ten (10) minutes.
- 15.4.1.2. \$10,000 per month when the average across the month is above ten (10) minutes but less than fifteen (15) minutes.
- 15.4.1.3. \$20,000 per month when the average across the month is greater than fifteen (15) minutes.

15.4.2. During an OEP:

- 15.4.2.1. \$2,500 per day when the day's average is above five (5) minutes but less than ten (10) minutes.
- 15.4.2.2. \$5,000 per day when the day's average is above ten (10) minutes but less than fifteen (15) minutes.
- 15.4.2.3. \$10,000 per day when the day's average is greater than fifteen (15) minutes.

16. CAC: Call Abandonment Rate

16.1. Description

- 16.1.1. The CAC maintains a maximum average abandoned call rate of three percent (3%), excluding calls for which a caller left a message, calls for which caller requested a callback, and calls that were abandoned before 30 seconds.

16.2. Measurement Period

- 16.2.1. Non-OEP: Monthly.
- 16.2.2. During an OEP: Daily.

16.3. Reporting Requirements

- 16.3.1. Abandoned calls divided by total calls received during CAC business hours. This excludes calls for which a caller left a message, calls for which caller requested a callback, and calls that were abandoned before thirty (30) seconds.

16.4. Liquidated Damages

16.4.1. Non-OEP:

- 16.4.1.1. \$5,000 per month for a monthly average abandoned call rate exceeding three percent (3%) but less than five percent (5%).
- 16.4.1.2. \$10,000 per month for a monthly average abandoned call rate exceeding five percent (5%).
- 16.4.1.3. \$20,000 per month for a monthly average abandoned call rate exceeding ten percent (10%).
- 16.4.2. During an OEP:
 - 16.4.2.1. \$2,000 per day for a day's average abandoned call rate exceeding three percent (3%) but less than five percent (5%).
 - 16.4.2.2. \$5,000 per day for a day's average abandoned call rate exceeding five percent (5%) but less than ten percent (10%).
 - 16.4.2.3. \$8,000 per day for a day's average abandoned call rate exceeding ten percent (10%).

17. CAC: Average Hold Time During Call Resolution

17.1. Description

- 17.1.1. The CAC maintains an average aggregate amount of time for which callers are placed on hold while speaking with a live CAC agent within a single call to five (5) minutes. Hold time accrues whenever the CAC agent formally places a caller hold in the telephony system and aggregates when there are multiple holds during a single call. This SLA applies to live calls, callbacks, and live chats.

17.2. Measurement Period

- 17.2.1. Non-OEP: Monthly.
- 17.2.2. During an OEP: Daily.

17.3. Reporting Requirements

- 17.3.1. Reporting must come from an automated telephony system (not subject to human interpretation). The calculation is as follows:

$$\frac{\text{Total Aggregate Hold Time for all Calls Answered}}{\text{Total Number of Calls Answered Over the Specified Period}}$$

17.4. Liquidated Damages

- 17.4.1. Non-OEP:

- 17.4.1.1. \$5,000 per month for an average over the month of more than five (5) minutes but less than ten (10) minutes.
 - 17.4.1.2. \$10,000 per month for an average over the month of greater than or equal to ten (10) minutes but less than fifteen (15) minutes.
 - 17.4.1.3. \$20,000 per month for an average over the month of greater than or equal to fifteen (15) minutes.
- 17.4.2. During an OEP:
- 17.4.2.1. \$1,000 per day for an average over the month of more than five (5) minutes but less than ten (10) minutes.
 - 17.4.2.2. \$2,000 per day for an average over the month of greater than or equal to ten (10) minutes but less than fifteen (15) minutes.
 - 17.4.2.3. \$5,000 per day for an average over the month of greater than or equal to fifteen (15) minutes.

18. CAC: Average Customer Satisfaction Rating

18.1. Description

- 18.1.1. The Selected Offeror shall make customer satisfaction surveys available to all customers after any interaction with the CAC, including but not limited to phone, chat, or email. The State shall review and approve the scale and scale meanings. The Selected Offeror shall maintain an SLA of the average survey rating being in the top twenty percent (20%). This SLA applies to live calls, callbacks, and live chats.

18.2. Measurement Period

- 18.2.1. Non OEP: Monthly.
- 18.2.2. During an OEP: Daily.

18.3. Reporting Requirements

- 18.3.1. The measurement period reporting shall be calculated by taking the sum of all call ratings/total number of rated calls.

18.4. Liquidated Damages

- 18.4.1. Non-OEP:

- 18.4.1.1. \$5,000 per month when monthly average overall customer satisfaction scores are greater than in the top twenty percent (20%) but lesser than or equal to the top thirty percent (30%).
- 18.4.1.2. \$10,000 per month when monthly average overall customer satisfaction scores are greater than in the top thirty percent (30%) but less than or equal to the top forty percent (40%).
- 18.4.1.3. \$15,000 per month when monthly average overall customer satisfaction scores are greater than in the top forty percent (40%).
- 18.4.2. During an OEP:
 - 18.4.2.1. \$1,000 per day when monthly average overall customer satisfaction scores are greater than in the top twenty percent (20%) but lesser than or equal to the top thirty percent (30%).
 - 18.4.2.2. \$1,500 per day when monthly average overall customer satisfaction scores are greater than in the top thirty percent (30%) but less than or equal to the top forty percent (40%).
 - 18.4.2.3. \$3,000 per day when monthly average overall customer satisfaction scores are greater than in the top forty percent (40%).

19. Average Time to Respond to Emails and Return Call Requests

19.1. Description

- 19.1.1. The time it takes for a Customer Service Representative to respond to an email or return call request. This includes other non-telephonic inquiries that may be available, including but not limited to customer-initiated secure messaging and short messaging service. The response time for this SLA is one (1) CAC Operations Day.

19.2. Measurement Period

- 19.2.1. Non OEP: Monthly.
- 19.2.2. During an OEP: Daily.

19.3. Reporting Requirements

- 19.3.1. The period starts when the email or callback request was received and ends when the Customer Service Representative contacts (or makes a reasonable attempt to contact) the customer. This time span is called the “received-responded time.” The calculation is the sum of all received-responded times for all emails (or callback requests)/total emails (or callback requests).

19.4. Liquidated Damages

- 19.4.1. Non-OEP:

- 19.4.1.1. \$5,000 per month for a monthly average time to respond greater than one (1) CAC Operations Day but less than three (3) CAC Operations Days.
- 19.4.1.2. \$10,000 per month for a monthly average time to respond greater than three (3) CAC Operations Days.
- 19.4.2. During an OEP:
 - 19.4.2.1. \$1,000 per day for a day's average time to respond greater one (1) CAC Operations Day but less than two (2) CAC Operations Days.
 - 19.4.2.2. \$2,000 per day for a day's average time to respond greater than two (2) CAC Operations Days.

20. Updated Messaging in Interactive Voice Response and Other Real-Time Channels

20.1. Description

- 20.1.1. Whenever the State requires messaging to be provided to customers via Interactive Voice Response (IVR), email, chat, or other real-time channels and the period it takes after the State has formally delivered the request to the Selected Offeror for a message to be added, updated, or removed from the IVR, email, chat, or any other similar communications channels. For priority messages, this timeframe is up to two (2) hours maximum. For routine messages, this timeframe is up to two (2) CAC Operations Days. The State determines the message priority.

20.2. Measurement Period

- 20.2.1. Non OEP: Monthly.
- 20.2.2. During an OEP: Daily.

20.3. Reporting Requirements

- 20.3.1. All messaging requests issued during the messaging period that exceed the stated criteria; specifically, two (2) hours maximum for priority messages and two (2) CAC Operations Days for routine messages.

20.4. Liquidated Damages

- 20.4.1. Non-OEP: For priority messages, \$2,000 per hour past the SLA's requirement of two (2) hours. For routine messages, \$500 per CAC Operations Day.
- 20.4.2. During an OEP: For priority messages, \$2,000 per hour. For routine messages, \$500 per CAC Operations Day.

21. Prompt and Accurate Processing of Customer Submissions

21.1. Description

21.1.1. Prompt and accurate processing of inbound submissions, including but not limited to scanning, triage, accurate data entry into the SBE systems, and timely and accurate processing of submissions of:

- 21.1.1.1. Enrollment applications and related documentation.
- 21.1.1.2. Eligibility documentation.
- 21.1.1.3. Attestations.
- 21.1.1.4. Appeal forms.
- 21.1.1.5. Other customer-provided documentation.

21.2. Measurement Period

- 21.2.1. Non OEP: Monthly.
- 21.2.2. During an OEP: Daily.

21.3. Reporting Requirements

21.3.1. Measured by time of receipt of the documentation. At least ninety-nine percent (99%) of documentation and data must be scanned, triaged, and accurately automatically or manually entered within one (1) CAC Operations Day during an OEP and within five (5) CAC Operations Days during non-OEPs.

21.4. Liquidated Damages

- 21.4.1. Non-OEP: \$1,000 for each day of delay or each document over the ninety-nine percent (99%) threshold which has one (1) or more data entry problems.
- 21.4.2. During an OEP: \$2,500 for each day of delay or \$1,500 for each document over the ninety-nine percent (99%) threshold which has one (1) or more data entry problems.

22. Timely and Accurate Identify Verifications

22.1. Description

22.1.1. Upon receipt of identity verification documents, the Selected Offeror shall complete the identity verification check (pass/fail) and communicate that result to the customer, ninety percent (90%) of the time within one (1) CAC Operations Day.

22.2. Measurement Period

- 22.2.1. Non OEP: Monthly.
- 22.2.2. During an OEP: Daily.

22.3. Reporting Requirements

- 22.3.1. For the initial submissions, follow-up submissions, and final verification, the Selected Offeror shall calculate the percentage of the number of submissions provided within the threshold/total number of submissions received in that measurement period.

22.4. Liquidated Damages

- 22.4.1. For both data submission and identity verification, for every one percent (1%) under the threshold, \$2,000 per month during non-OEPs and \$1,000 per day during an OEP.

23. Customer Noticing/Notifications

23.1. Description

- 23.1.1. The Selected Offeror shall accurately send any legally required noticing related to individual customers and other customers of the SBE (including but not limited to carriers, brokers, assisters, navigators, etc.) within two (2) business days of the system (and legally obligated) time for which the need was identified, with ninety-eight percent (98%) of all notifications occurring within one (1) business day with ninety-nine point nine percent (99.9%) accuracy. Noticing includes but is not limited to electronic notifications, print notifications or notices, or any other form of non-marketing materials.

23.2. Measurement Period

- 23.2.1. Monthly.

23.3. Reporting Requirements

- 23.3.1. During each measurement period, the total number of notifications that exceeded either the transmittal or accuracy threshold/total number of notifications results in the overall percentages.

23.4. Liquidated Damages

- 23.4.1. Non-OEP: \$100 for each notification beyond the threshold and an additional \$10 day each day thereafter. For notification inaccuracies, \$100 for each notice with data inaccuracies beyond the threshold.
- 23.4.2. During an OEP: \$250 for each notification beyond the threshold with an additional \$20 for each day thereafter. For notification inaccuracies, \$150 for each notice with data inaccuracies beyond the threshold.

24. Timely and Accurate Delivery of Reports

24.1. Description

- 24.1.1. The Selected Contractor shall meet the following service levels for regularly scheduled reports:
 - 24.1.1.1. Timeliness of Reports:

- a. Daily reports are due to the State by 12:00 PM Central Time the following business day.
- b. Weekly reports are due to the State by the second business day following the end of the reporting period.
- c. Monthly reports are due to the State by the third business day following the end of the reporting period.
- d. Quarterly reports are due by the fifteenth business day following the end of the reporting period.
- e. Semi-annual reports are due by the twentieth business day following the end of the reporting period.
- f. Annual reports are due by the twenty-fifth business day following the end of the reporting period.

24.1.1.2. Accuracy of Reports: Ninety-nine point five percent (99.5%) of all regularly scheduled reports shall be one hundred percent (100%) accurate.

24.2. Measurement Period

24.2.1. The measurement period operates on a calendar month basis. For reports that are quarterly, semi-annual, or annual, the measurement shall be calculated within the calendar month for which the report is due to the State.

24.3. Reporting Requirements

24.3.1. For each reporting period, timeliness is calculated by the number of reports generated on schedule/total reports expected to be generated. For each reporting period, this is the total number of reports for which the Selected Offeror identified data inaccuracies/total reports in the period (independent of number of inaccuracies within any one report).

24.4. Liquidated Damages

24.4.1. \$200 for each business day beyond the due dates for each listed report over the timeliness threshold, and \$1,000 for each one percent (1%) over the accuracy threshold.