

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

1. Submission of Offers

For submission instructions, refer to Section 5, Submission Instructions, of this request for proposals (RFP) and the Offeror Response Template found on the [Procurement Website](#). The Offer must be submitted in a single ZIP file.

The State publishes procurement information, including solicitations, awards, and amendments, for the State-Based Exchange (SBE) on the Illinois Department of Insurance (DOI) Procurement page: <https://idoi.illinois.gov/aboutus/sbm-procurement-opportunities.html>. Procurement information may not be available in any other form or location. The Offeror is responsible for monitoring the Illinois DOI website. The State will not be held responsible if the Offeror fails to receive the optional email notice of future amendments to the solicitation.

1.1. Offeror Due Date and Time for Submission of Offers

- 1.1.1. 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 State’s procurement website on the “Offer Opening Date.”
- 1.1.2. Offer Firm Time: The Offer must remain firm for one hundred and twenty (120) days from opening.
- 1.1.3. **Offer Due Date and Time: Friday, July 19, 2024, by 12:00 PM Central Time.**

2. Format and Overall Response

2.1. Response Form/Format

All proposals must be organized as indicated below in this section. The Offeror may use direct references to pre-prepared or promotional material if referenced and clearly marked. Promotional material must be minimal. Within each section of the proposal, Offerors must organize and address the RFP requirements in the order indicated below. All forms provided in this RFP must be thoroughly completed and included in the appropriate section of Offeror’s proposal. All discussion of proposed costs, rates, or expenses must occur ONLY in the cost proposal. All forms and signature areas contained in the solicitation package must be completed in full and submitted along with the technical and cost proposals, which, when combined, will constitute the Offer. Do not submit the instruction pages with Offers.

The email submission must be received no later than the time and date indicated in Section 2 of the RFP, Calendar of Events. Any proposal that does not adhere to the requirements of this section and the Offeror Response Template may be deemed non-responsive and rejected on that basis.

2.2. Required Forms

Fillable PDF forms required for submission are included in the solicitation. Offerors are to fill in the forms and provide the updated and signed forms either embedded in their response or as a separate file. Offerors may access these required forms on the [Procurement Website](#).

2.3. 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 Utilization Plan by a non-certified Business Enterprise Program (BEP) vendor shall render the Offer non-responsive (30 ILCS 575/4(f)). Offerors must direct all questions regarding the subcontracting goal to the State BEP Liaison prior to submission of their 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 Utilization Plans as meeting BEP requirements as prime vendors or subcontractors must be certified as BEP vendors prior to the Offer Opening Date. Go to <https://cei.illinois.gov/> for complete requirements for BEP certification. Go to <https://ceibep.diversitysoftware.com/> to search for certified BEP vendors.

2.4. Technical Proposal

The required content and organization of the proposal is defined in the Offeror Response Template found on the [Procurement Website](#).

1. Financial Stability: Financial information that is considered confidential, as defined in Section 5.8 of the RFP, should be placed in the confidential information file, as explained below.

2.4.1. Proposal Delivery Instructions: The Offeror must submit one (1) copy of the proposal containing ONLY the technical proposal via email, which be organized in accordance with the Offeror Response Template. All information for the technical proposal must be combined into a single file/document. The technical proposal SHALL NOT contain any cost information.

2.4.1.1. Confidential Information: If an Offeror's proposal contains confidential information, as defined in Section 5.8 of the RFP, the Offeror must submit two (2) separate copies of its technical proposal:

- One (1) version of the requisite proposal identified in this section as an unredacted version for evaluation purposes; and
- One (1) redacted version for the public file to facilitate eventual public inspection of the non-confidential version of Offeror's proposal. Redacted versions must be clearly marked as "REDACTED" or "CONFIDENTIAL" on the first page.

2.5. Cost Proposal

2.5.1.1. Completed Cost Response Template: One (1) copy of the proposal containing ONLY the cost proposal must be submitted via email. All information for the cost proposal must be combined into a single file.

2.6. Number of Responses

Each Offeror shall submit only one proposal in response to this RFP. Technical and cost portions of the Offeror's proposal must be submitted in separate files as indicated above in this section and must be prominently identified on the front page as "Technical Proposal" or "Cost Proposal."