

Four Parts to the Solicitation Addendum

- Appendix D – Model Contract
 - Contract text
 - Exhibit C -- Service Level Agreements and Liquidated Damages
- Attachment 8 – Cost Schedules
- Updated program metrics

Key Contract Provisions

- 5-year duration with three one-year extension options
- Deliverable-based payment with a portion held until major project milestones
- Structures performance penalties base on defined services levels and meeting scheduled delivery dates
- Ongoing assessment of project progress tied to incentive payment
- Letter of Credit

Detailed Cost Schedules

Cost details required to price optional services:

- Cost details for Baseline system
- Separate details for the Alternative Configuration (with data distributed)
- Separate cost details for each optional service (e.g. centralized provider directory, SHOP, service center infrastructure)
- Allowance of contractor time for system changes both during development and operations

Service Level Agreements

Detailed requirements and penalties tied to meeting requirements:

- On-time submission of deliverables
- System and website availability
- Responses to security threats
- Disaster recovery drills
- Correction of deficiencies
- Retaining key staff

Updated Program Metrics

More detailed tables regarding business process volumes for:

- Incoming phone calls
- Premium payments processing
- Incoming mail processing
- Out-going calls
- SHOP enrollment