

Fulfillment Services Procurement Award

Michele Eberle, Chief Operating Officer

RFP Timeline

May 26, 2017	Solicitation posted
June 2, 2017	Pre-proposal conference – 5 vendors participated
June 23, 2017	Closing date, one reasonably susceptible proposal submitted
July 7, 2017	Request for Best and Final Offer (BAFO) issued
July 10, 2017	BAFO response received
July 10, 2017	Evaluation committee final review and recommendation
July 17, 2017	Fulfillment Services award recommendation to board

Fulfillment Services to include

- Inbound document processing: Sort, index, scan, data entry, shredding
- Outbound fulfillment: Notices, Voter's registration forms, paper applications, IRS forms
- Medicaid MCO enrollment packets
- Medicaid MCO provider network directories
- Return mail management: address corrections
- Development, testing, and network connectivity services

Fulfillment Award Recommendation

The evaluation committee recommends awarding the Fulfillment Services contract to **Art & Negative Graphics, Inc.**

- Produced strong technical and financial proposals that demonstrated a deep understanding of the program requirements
- Fully met or exceeded all technical delivery expectations
- Significant experience with both current MHBE fulfillment needs and soon-to-be Medicaid enrollment fulfillment needs
- Financial proposal very competitive with current contract

Contract Terms:

- Base contract 2-years, with three optional 1-year contract extensions
- Contract pricing includes fixed unit price cost per page, piece, or packet
- Contract NTE for FY18 is \$3,250,000
- MHBE Federal - \$1,075,000, MHBE State \$1,425,000, MDH funding \$750,000

Board vote and approval required