



Date:	June 04, 2024
Subject:	Questions & Answers 2024.06.04
Solicitation:	RFP# PHIEA 23-21 Exchange Assister Services 2025
Due Date/Time:	June 27, 2024 1:00 PM
Addendum Number:	04

To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals), including but not limited to questions and answers, which are considered a material part of the solicitation.

Please see the following update:

Addendum 04 does the following:

1. Posts answers to questions posed to the Issuing Officer between May 31, 2024 and June 03, 2024

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous Addendum(s), remain as originally written.

Regards,

A handwritten signature in black ink, appearing to read "Gwen E. Zeh".

Gwen E. Zeh
Issuing Officer
PA Health Insurance Exchange Authority D/B/A Pennie®
PO Box 11873
Harrisburg, PA 17108-1873
Email: [PW, PENNIE Procurement](#)

1. Question –

Our team met yesterday, and believe that we may best serve this project's partnered with a larger company or organization who has an existing team to execute a project like this, and wants a PA-based partner who can offer some or all of the following value-adds to the work:

Partner with the only organization that has an existing contact center network and multi-channel access to provide supports and connections that meet basic needs and make it more achievable for households to balance their household needs including health insurance

Easy entry point through our designated short-digit dialing code

Multi-channel text, web site and web chat, with language translation support across all channels.

Lead organization to provide community needs data and ALICE data which can inform where and how to focus outreach and place-based strategies

Potential to support mobile resources to expand the outreach strategy

Embedded partners (local United Ways) who understand community assets and partnership potential, as well as small, hyper-local nonprofits/faith-based orgs who are trusted messengers for hard to reach communities

Current advocacy platform on benefit cliffs and economic mobility for households who are over-eligibility for Medicaid and can benefit from Pennie

Decades of history of connecting unserved and underserved households to basic needs and services/supports

Is there a way you can document us into the process, provide contact information, and share the ways in which we are ready and able to explore a partnership in the avenues listed above?

Answer –

In RFP Part I General Information, Subsection I-3 Overview of Project, fifth paragraph you will find the instructions for submitting the “Pennie Partner Survey Form” (with a link to the form). As noted there, Pennie will share relevant information with the Lead Contractor, once awarded, about organizations that have shown interest in being involved as a Regional Organization or community-based partner entity. Complete the form and your information will be forwarded at the appropriate time.

2. Question –

We are trying to ensure we're taking all the proper steps to be a subcontractor for the upcoming Exchange Assister Services RFP. We just want to confirm if there is anything a subcontractor should be doing now to make sure we are going through this transition properly. We want to

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make sure there are no forms we need to submit or any deadlines that apply to us. Please let us know generally if there is anything upcoming we need to do or be aware of in regards to this change.

Answer –

See Response to Question #1 above.