



Date:	<b>June 21, 2024</b>
Subject:	<b>Questions &amp; Answers 2024.06.21</b>
Solicitation:	<b>RFP# PHIEA 23-21 Exchange Assister Services 2025</b>
Due Date/Time:	<b>June 27, 2024 1:00 PM</b>
Addendum Number:	<b>08</b>

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 08 does the following:

1. Posts answers to questions posed to the Issuing Officer on Wednesday, June 19, 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 that reads "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](#)

**RFP #PHIEA 23-21 – Exchange Assister Services 2025**  
**Addendum 08 – Questions & Answers for 2024.06.19**

**1. Question –**

The RFP provides for Regional Organizations and the assessments of General Performance Indicators (GPIs) for services areas. The Pennie Partner Survey Form referenced in Section I-3 provides for a Statewide Organization (SO) designation. When considering the impact of the GPIs, please clarify how SOs will be measured relative to the in-person, on-site enrollment, education events GPIs

**Answer –**

The Pennie Partner Survey Form is separate and independent from the RFP. It is used by the Pennie team to assist with a variety of outreach efforts. Within the legal disclaimer in the survey, it states: "the survey is issued for information and planning purposes only and does not constitute a solicitation for future business, an offer for procurement, or any other type of current or future procurement action."

Secondly, regardless of the structure of an organization (one that services a particular section of Pennsylvania or one that serves Pennsylvania in a statewide capacity), the responsibility of the GPIs falls to both the Lead Organization and to a Regional Organization to ensure activities take place within their designated service area. See screenshot below from **Part III Technical Submittal, Section III-5 Requirements, Subsection L General Performance Indicators** and also explained in **Part III Technical Submittal, Section III-5 Requirements, Subsection C. Regional Organization Requirements, bullet points #2 and #3.**

SEP Outreach and Education Events	For every event missed per service area, \$2000 per missed event in a month.	Outside of Open Enrollment, at least one per week per service area.
SEP Enrollment Events	For every event missed per service area, \$2000 per missed event in a month	Outside of Open Enrollment, at least one per week per service area.
OEP Outreach and Education Events	For every event missed per service area, \$2000 per missed event in a month.	During Open Enrollment, at least two per week per service area.
OEP Enrollment Events	For every event missed per service area, \$2000 per missed event in a month.	During Open Enrollment, at least two per week per service area.