

Request for Proposals

ISO 9001 Internal Audit and Related Services

2/12/2025

Noridian Healthcare Solutions, LLC

A CMS Medicare Administrative Contractor

Noridian Healthcare Solutions, LLC



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INTRODUCTION

Noridian Healthcare Solutions, LLC (Noridian) invites qualified offerors, with special consideration given to small businesses, to submit a proposal to this Request for Proposals (RFP) to provide ISO 9001 internal audit and related services.

Offerors are advised to pay careful attention to the language used throughout the RFP. Failure to satisfy a term, condition, or requirement of this RFP may result in an unresponsive proposal.

ISO 9001 HISTORY

Noridian has been certified to ISO 9001 since September 5, 2014, and is a single-site facility headquartered in Fargo, ND.

Noridian's current certification cycle started September 5, 2023, and the cycle expiration date is September 4, 2026.

COMPANY BACKGROUND

Noridian Healthcare Solutions, LLC (Noridian) is headquartered in Fargo, N.D., employing approximately 2100 employees throughout the country. Noridian provides healthcare administration support services and has extensive experience in claims management, medical review, contact centers, and provider management.

Noridian is the Medicare Administrative Contractor (MAC) for Medicare Parts A/B for Jurisdictions E and F, the Durable Medical Equipment MAC (DMEMAC) for Jurisdictions A and D, and the Supplemental Medical Review Contractor (SMRC).

RESPONSE REQUIREMENTS AND TIMELINE

FORM OF FINAL AGREEMENT AND OFFEROR'S REPRESENTATIONS

By submitting a proposal to this RFP, each offeror agrees that, if selected to provide services, it will agree to and comply with all Noridian security requirements and evaluation parameters. All material submitted in response to the RFP by the successful offeror, as well as the RFP itself, may be incorporated as part of the final contract.

If at any time between submission of an offeror's proposal to this RFP and final selection of an offeror, the offeror finds it necessary to modify any aspect of its proposal, the offeror must notify Noridian immediately,

in writing to the Contact Person(s) identified below, of the offeror's intent. Failure to do so may result in the rejection of the offeror and selection of an alternate.

By submitting a proposal to this RFP, each offeror represents that:

- Offeror has read and understands the RFP, and the offeror's proposal is made in accordance therewith.
- Offeror's proposal is based upon materials, systems, and equipment required by the RFP with any exceptions clearly noted in offeror's proposal.
- Offeror is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal or State department or agency; and
- Offeror does not have any conflicts of interests that would prohibit it from entering a contract with Noridian for the services or solutions described in this RFP.

CONTACT INFORMATION

Any correspondence regarding this RFP, including questions, responses, etc. must be directed in writing to:

rfp@noridian.com

Subject Line: ISO 9001 Internal Audit and Related Services

Noridian personnel other than the Contact(s) listed above are not authorized to discuss this RFP with potential offerors before the Proposal Due Date and Time. Contact with any Noridian personnel not listed above may result in disqualification. Noridian will not be held responsible for oral responses to potential offerors regardless of the source. Noridian will respond to offerors' questions in writing.

PROPOSAL DUE DATE

Proposals are due on or before 5:00 PM Central Time on April 21, 2025, by submitting a proposal via email to the Contact(s) identified above.

Any proposal(s) received after the specified Due Date and Time will be considered late and non-responsive, unless otherwise agreed to by Noridian. Noridian is not responsible for lost, misplaced, or misdirected proposals.

TENTATIVE TIMETABLE FOR REVIEW PROCESS

Event	Date
RFP release	March 3, 2025
Deadline for Offeror questions	March 24, 2025
Noridian responses to offerors' questions	April 7, 2025
Proposals due by 5:00 PM CT	April 21, 2025
Final selection of offeror	May 5, 2025

EVALUATION CRITERIA AND SELECTION PROCESS

Award of the contract(s) under this RFP will be based on the offeror's proposal that in Noridian's sole discretion will be the most advantageous to it in terms of cost, ability to meet requirements, and other factors as specified elsewhere in this RFP. Noridian reserves the right to:

- Reject all proposals and discontinue this RFP process without obligation or liability to any potential offeror.
- Accept other than the lowest priced proposal.
- Award a contract based on initial offers received without discussions or requests for best and final offers.
- At its discretion, and without explanation to any offeror, at any time choose to discontinue or modify this RFP without obligations to any offeror.

The final awarding of the contract(s) under this RFP is estimated to occur as described above in the RFP Timetable for Review Process.

The following criteria will be utilized when evaluating your response. This is not to be considered an all-inclusive list.

Description
Offeror’s Profile <ul style="list-style-type: none"> ▪ Organization’s experience in this space ▪ Customer history and relevance
Ability to meet the requirements
Pricing/Cost

TERMS AND CONDITIONS

All offers from Noridian are contingent on Noridian and the selected vendors’ execution of a Master Services Agreement (Agreement) which will be provided by Noridian. The Agreement will replace any in-force or previously negotiated terms and conditions that may currently be in effect with an offeror(s). Noridian reserves the right to cancel the Agreement negotiation at any time if Noridian deems it to be in Noridian’s best interests to do so.

Required government flow-downs and security requirements related to Noridian’s government work are non-negotiable.

OFFEROR’S RESPONSE

All offerors must include responses to the following in their proposals:

1. Offeror’s website URL.
2. Brief history of offeror’s company and its ownership.
3. A description of the company’s certification process.
4. The names of all company accreditations and certifications.
5. Whether there are any pending lawsuits involving offeror’s company and/or any potential conflicts with Noridian or Noridian Mutual Insurance Company. Please provide details regarding any pending lawsuit(s) and/or conflict(s).
6. Whether offeror’s company had any judgment and/or liens filed in the last five years. Please provide details regarding the judgment and/or lien and what actions have been taken to remedy, if any.
7. Whether offeror’s company currently has an existing business relationship with Noridian or Noridian Mutual Insurance Company.
8. Offeror’s business classification, including small business, woman owned business, minority owned business, HUBZone, etc. Please specify relevant small business categories.
9. Other factors that make offeror’s company the best choice for Noridian over the term of the business relationship.

DESCRIPTION OF SERVICES

Noridian is soliciting a company to provide the following ISO 9001 audit and related services.

ISO 9001 Internal Audits

Internal auditing consists of auditing performed in preparation for the ISO 9001 recertification/surveillance assessment. The auditing work will not exceed five (5) days per week. Most, if not all, audit services will be provided offsite. If necessary, audit services may be provided onsite, upon request of Noridian. Onsite means performed at Noridian's headquarters in Fargo, ND. Offsite is at a site other than Noridian headquarters.

Vendor agrees to provide internal audit reports within one week of the conclusion of each internal audit.

Number of Days Annually may vary due to multiple variables including, but not limited to, increase in services provided, or combination of processes.

ISO 9001 Consulting

Consulting consists of providing consulting support for Noridian in the form of meetings, direction, advice, consultation, and awareness training of the ISO 9001 standard. The consulting activities may include:

- Attending meetings
- Conducting reviews of documents and records
- Documentation review
- Generating and modifying written documented procedures in connection to the ISO 9001 and Noridian Quality Management System.
- Advising and providing information on process operations and best practices.
- Advising and providing information on quality management systems, including conformance to ISO 9001
- Any other work as directed and approved by the Noridian ISO coordinator.
- Advising and providing support during certification body assessments.

Consulting work will not exceed five (5) days per week. Most, if not all, consulting services will be provided offsite. If necessary, consulting services may be provided onsite, upon request of Noridian. Onsite means performed at Noridian's headquarters in Fargo, ND. Offsite is at a site other than Noridian headquarters.

ISO 9001 Consulting

Consulting will coincide with Noridian's annual certification/recertification or surveillance assessments conducted by a certification body. and may occur onsite or offsite as approved by Noridian. Onsite means performed at Noridian's headquarters in Fargo, ND. Offsite is at a site other than Noridian headquarters. The consulting work will not exceed five (5) days per week.

The objective of consulting is to provide expertise in the application of the ISO 9001 requirements to the Noridian situation, to answer questions, to negate or minimize any negative audit findings and to advise

on procedural matters of the audit. Advice and support will be provided directly to Noridian personnel and Continuous Improvement & Quality Assurance personnel approved to interact with the certification body auditors. Vendor agrees to help Noridian with any findings presented during the assessments and in any draft and final reports, both in terms of defending against the findings and assisting with response to the findings.

Requirements:

The ability to perform services remotely using a Microsoft Teams meeting or other Noridian-approved tool. All meetings will be organized by Noridian.

- Auditors must meet or exceed the requirements of the ISO 19011 standard.
- Vendor is required to submit background check certificates for its Auditors performing work for Noridian at vendor expense. All Vendor Personnel shall be pre-approved by Noridian prior to performing services.
- Vendor will provide auditor bios upon request. The bios will include, at a minimum, the auditor’s work experience and verification of current certifications.
- Vendor will provide evidence of meeting Noridian’s standard insurance requirements as indicated in Attachment A:
- In order to provide read-only access to Auditor of the Noridian ISO Audit evidence, Microsoft Teams meetings will be used to allow for sharing of Noridian evidence via screenshare on Noridian laptops or, alternately, Auditor’s laptops may be used for this communication. Auditor laptops or computers must be protected according to requirements laid out by Noridian. No Noridian proprietary, sensitive, or higher classification of information will be retained, copied by Auditor.
- Noridian evidence provided to the auditor will not be retained or copied by the auditor.

Organization Headquarters Location	Fargo, ND
Organization size	Approximately 2100 employees
% of Telecommuters	Approximately 90%
Number of Shifts	1
Audit Times	8:00 AM CT: Earliest start time 4:00 PM CT: Latest end time
Number of Audits	May vary from one year to another.
Certification Scope	Medical Entitlement Processing, Data Analysis, Healthcare Coding, Healthcare Call Center, and other supporting functions.
Certification exclusions	8.3; 8.5.1 f; 7.1.5
Current Certification Cycle Start Date	September 5, 2023
Current Certification Cycle Expiration Date	September 4, 2026
Certificate Number	21060

PROPOSAL SUBMISSION

The deadline for proposals is on or before April 21, 2025. Submit the proposal and the Offeror’s Profile questionnaire via email to the contact below:

rfp@noridian.com

Subject Line: ISO 9001 Internal Audit Services.

PRICING

The resulting contract is anticipated to have a term of three years. Noridian requests offerors to submit pricing in a table format like the example format below.

Description	Rate Hourly Rate
Year 1 Audit Services (2026)	
Year 2 Audit Services (2027)	
Year 3 Audit Services (2028)	
Other Fees (Describe)	

Attachment A
ISO 9001 Internal Audit and Related Services

Insurance Requirements

1. Commercial General Liability covering bodily injury and tangible property damage liability (including coverage for products / completed operations) with a limit of not less than U.S. \$2,000,000 each occurrence;
2. Workers' Compensation (or maintenance of a legally permitted and government-approved program of self-insurance) covering Vendor pursuant to applicable state workers' compensation laws for work-related injuries suffered by Vendor;
3. Employer's Liability with limits of not less than U.S. \$1,000,000 per incident;
4. Professional Liability/Errors & Omissions Liability covering damages arising out of negligent acts, errors, or omissions committed by Vendor in the performance of Services, with a liability limit of not less than U.S. \$2,000,000 per claim;
5. Automobile Liability (if vehicles are brought on Noridian's premises or used in the performance of the Services) for bodily injury and property damage combined, covering owned, non-owned and hired vehicles, with \$1,000,000 combined single limit per occurrence; and
6. Cyber liability insurance with a minimum limit of \$10,000,000 for each and every claim and in the aggregate covering liabilities for loss resulting or arising from acts, errors, or omissions in the rendering of, in the failure to render or otherwise in connection with the services provided under this Agreement, which shall include coverage for:
 - a. Violation or infringement of any right, including copyright, trademark and privacy right or of the Nondisclosure Agreement.
 - b. Breach of federal, state, or foreign security and/or privacy laws or regulations.
 - c. Data theft, damage, destruction, or corruption, including without limitation: (1) unauthorized access, use or dissemination of private information; (2) identity theft; (3) theft of personally identifiable information or confidential corporate information; (4) transmission of a computer virus or other type of malicious code; and (5) participation in a denial of service attack on a third party.
 - d. Breach response coverage, including without limitation forensic and legal assistance, notification costs, credit monitoring services for each person notified, loss prevention services and identity theft-related fraud resolution services.

Cyber Liability coverage must include contractual liability coverage for the confidentiality/data breach indemnity requirement in this Agreement.

Cyber liability insurance must cover all of the foregoing without limitation if caused by Vendor's Personnel, including an employee, agent, independent contractor or business associate working on behalf of Vendor in connection with this Agreement.