

# Request for Proposals: 2025 Records Management Consulting Services

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11/19/2024

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 Records Management Consulting 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.

## HISTORY

Noridian is looking to improve the company's Records Management program. In doing so, Noridian is searching for a consultant firm to provide guidance on the best practices and requirements within the healthcare industry.

## COMPANY BACKGROUND

Noridian Healthcare Solutions, LLC (Noridian), a subsidiary of HealthyDakota Mutual Holdings, develops solutions for federal, state, and commercial health care programs through a full suite of innovative offerings, including claims processing, medical review, and contact center and provider administrative services. Noridian has served as a government claims contractor for Medicare since the federal program's inception in 1966. The company is headquartered in Fargo, N.D., and employs approximately 2000 staff throughout the country. The scope of this RFP includes the below described contracts:

### **Medicare Parts A and B**

Noridian is the Medicare Administrative Contractor (MAC) for Medicare Parts A/B for both Jurisdictions E and F, serving Alaska, Arizona, California, Hawaii, Idaho, Montana, North Dakota, Nevada, Oregon, South Dakota, Utah, Washington, Wyoming, Guam, American Samoa, and the Northern Mariana Islands.

### **Medicare DME**

Noridian is also the Durable Medical Equipment MAC (DMEMAC) for Jurisdictions A and D, which includes 28 states: Alaska, Arizona, California, Connecticut, Delaware, Hawaii, Idaho, Iowa, Kansas, Maine, Maryland, Massachusetts, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New York, North Dakota, Oregon, Pennsylvania, Rhode Island, South Dakota, Utah, Vermont, Washington, Wyoming; the District of Columbia; and three territories: Guam, American Samoa and the Northern Mariana Islands.

### **SMRC**

The purpose of the SMRC is to perform medical reviews and medical review related activities in support of three initiatives within the Center for Program Integrity (CPI), including: 1. The Provider Compliance Group

(PCG) ‘Specialty Reviews’, 2. Program Integrity Reviews, and 3. Healthcare Fraud Prevention Partnership (HFPP) Reviews.

### North Dakota State Medicaid

Noridian designs effective solutions for state health care programs. Since Medicaid programs vary from state to state, without a common language, Noridian specifically concentrates on reducing the provider burden by making programs easy to understand. Part of our service includes identifying, educating, and coaching provider organizations struggling with claims.

## 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 the following:

- 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 interest 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 via Noridian’s Contract Management System (Agiloft).

If you are not registered in our Contract Management System, please contact [rfp@noridian.com](mailto:rfp@noridian.com) to be set up.

Noridian personnel other than the Sourcing Event Manager 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 via the Contract Management System (Agiloft).

### PROPOSAL DUE DATE

Proposals are due on or before Friday, May 23, 2025, 5:00 p.m. CST, by submitting a proposal via the Contract Management System (Agiloft).

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
<b>RFP release</b>	May 1, 2025
<b>Deadline for Offeror questions</b>	May 9, 2025
<b>Noridian responses to offerors' questions</b>	May 16, 2025
<b>Proposals due by 5:00 PM CT</b>	May 23, 2025
<b>Final selection of offeror</b>	May 30, 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
<b>Offeror's Profile</b> <ul style="list-style-type: none"> <li>▪ <b>Organization's experience in this space</b></li> <li>▪ <b>Customer history and relevance</b></li> </ul>
<b>Ability to meet the requirements</b>
<b>Pricing/Cost</b>

## 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 the 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 the offeror's company and/or any potential conflicts with Noridian or HealthyDakota Mutual Holdings. 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 HealthyDakota Mutual Holdings.

8. Other factors that make the offeror’s company the best choice for Noridian over the term of the business relationship.

### SMALL BUSINESS SIZE AND STATUS CERTIFICATION

Pursuant to 13 CFR 121.411, each offeror submitting a proposal must provide a certification concerning its small business size and status. This self-certification must be signed by an authorized official and included with the proposal submission. The certification must include:

- The North American Industry Classification System (NAICS) code applicable to this solicitation and the corresponding size standard.
- An indication of any applicable socioeconomic categories (e.g., Small Disadvantaged Business, Women-Owned Small Business, HUBZone, etc.).
- The name, title, and signature of the authorized official, along with the date of certification.

Failure to submit a complete and signed certification may result in disqualification from consideration for the award.

### DESCRIPTION OF SERVICES

Noridian is soliciting a registration body to perform Records Management Consulting Services.

<b>Organization location</b>	Fargo, ND Headquarters
<b>Organization size</b>	Approximately 2000 employees
<b>% of Telecommuters</b>	Approximately 85%
<b>Timeframes</b>	See “Timeframes” below
<b>Risks</b>	Risk of not managing records properly.

### PROPOSAL SUBMISSION

The deadline for proposals is on or before Friday, May 23, 2025, 5:00 p.m. CST. Submit the proposal and the Offeror’s Profile questionnaire via the Contract Management System (Agiloft).

### PRICING

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



**TIMEFRAME**

Phase 1 (2025): Assessment and Roadmap of Suggested Improvements with the potential for future amendments. Extension is contingent upon services provided and discoveries made during Phase 1.

Contingent Phase 2 (2026): Depending on the outcome of Phase 1, Noridian may consider contracting additional services to include records organization, records retention schedule revisions, etc.

**ASSUMPTIONS:**

- The number of employees is approximately 2000.

Description	Rate Indicate if Hourly/Daily/Annual	Total Cost
<b>Phase 1: Assessment and Roadmap (2025)</b>		\$
<b>Contingent Phase 2: Laying the Groundwork (2026)</b>		\$
<b>Planning Fees</b>		\$
<b>Administrative Fees</b>		\$
<b>*Travel Costs</b> (Describe all travel fees over and above flights, hotels, and car rental)		\$
<b>Other Fees (Describe)</b>		\$
<b>TOTAL</b>		\$