

# Request for Proposals

GOVERNANCE, RISK AND COMPLIANCE SOLUTION

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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 a Governance, Risk and Compliance (GRC) solution.

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.

## COMPANY BACKGROUND

Noridian Healthcare Solutions, LLC (Noridian), a subsidiary of HealthyDakota Mutual Holdings (HealthyDakota), 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 Supplemental Medical Review Contract (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.

## OVERVIEW AND REQUIREMENTS

Noridian is seeking a comprehensive Governance, Risk, and Compliance (GRC) solution to enhance integration and efficiency across our existing risk and compliance programs. As our operations and partner networks have grown, so too have the complexity and interdependencies within our risk, compliance, and security environments. We are focused on adopting a more unified, enterprise-wide approach to better manage risk, ensure compliance, and support informed decision-making in a dynamic regulatory and operational landscape.

This RFP reflects our ongoing initiative to enhance and unify our existing Governance, Risk, and Compliance (GRC) capabilities through a more integrated solution that supports the following key components:

- **Third Party Risk Management (TPRM):** To centralize, assess, monitor, and manage risks and performance associated with our growing network of vendors, partners, and service providers.
- **Business Continuity:** To ensure preparedness and resilience in the face of disruptions, with structured planning and response mechanisms.
- **Information Security Controls Management:** To incorporate industry-standard frameworks (e.g., National Institute of Standards and Technology (NIST), International Standards Organization (ISO) 27001, Center for Internet Security (CIS) and strengthen our information security posture across the enterprise.
- **Enterprise Risk Management (ERM):** To provide a centralized view of organizational risks to support informed decision-making at all levels.

In addition to these core areas, we are also evaluating optional capabilities that may be phased in over time to further strengthen our compliance and internal audit ecosystem:

- **Compliance Management:** includes policy management, incident management and an anonymous reporting hotline. Workflow-driven tools to manage policies, incidents and reporting concerns.
- **Internal Audit Management:** A structured environment to plan and manage internal audits, perform risk-based audit assessments, track audit findings, and monitor corrective action plans (CAPs).

Noridian seeks a flexible, scalable GRC solution that enables cross-functional collaboration, enhances visibility into risk and compliance posture, supports automation and analytics, and aligns with both current

and emerging regulatory requirements. The selected platform will serve as a critical component of our long-term strategy to continue to have a resilient, compliant, and risk-aware organization.

## 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.

### INSTRUCTIONS AND CONTACT INFORMATION

Any correspondence regarding this RFP, including questions, responses, etc. must be directed in writing via Noridian's Contract Management System (Agiloft).

Please see the attached *Agiloft User Guide* for additional assistance.

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

If you intend to submit a proposal and would like to receive the attachments that provide additional details regarding the requirements of this RFP, please email your intent to bid to [rfp@noridian.com](mailto:rfp@noridian.com). Upon receipt of your intent, you will be required to sign a Non-Disclosure Agreement (NDA) before the attachments can be provided.

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 **September 5, 2025, at 5pm.**, 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

Noridian may change these dates at its sole discretion and convenience, without liability.

Event	Date
<b>RFP release</b>	July 21, 2025
<b>Notice of Intent to Respond</b>	July 28, 2025
<b>Deadline for Offeror questions</b>	August 4, 2025
<b>Noridian responses to offerors' questions</b>	August 15, 2025
<b>Proposals due by 5:00 PM CT</b>	September 5, 2025
<b>Initial Evaluation of Proposals</b>	September 26, 2025
<b>Notification of Finalists and Offeror Demonstration Invitations Sent</b>	September 29, 2025
<b>Offeror Demonstrations (Top Ranked Offerors)</b>	September 29 – October 15, 2025
<b>Final Evaluation and Decision</b>	December 5, 2025
<b>Anticipated Implementation Begins</b>	2026

#### 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>	10%
<ul style="list-style-type: none"><li>▪ Organization's experience in this space</li><li>▪ Customer history and relevance</li></ul>	
<b>Ability to meet the requirements</b>	50%
<b>Pricing/Cost</b>	20%
<b>Implementation</b>	20%

## 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. Company Background**

- a. Offeror's website URL.
- b. Brief history of offeror's company and its ownership.
- c. A description of the company's certification process.
- d. The names of all company accreditations and certifications.
- e. Copies of any non-mandatory audit reports or risk assessment documents
  - i. Examples - SOC 2 Type 2, HITRUST, ISO Audit, FedRAMP, OWASP Application Security Verification, CAIQ, SIG, or equivalent
- f. Whether there are any pending lawsuits involving the offeror's company and/or any potential conflicts with Noridian or HealthyDakota Mutual Holdings.
  - i. Please provide details regarding any pending lawsuit(s) and/or conflict(s).
- g. Whether offeror's company had any judgment and/or liens filed in the last five years.
  - i. Please provide details regarding the judgment and/or lien and what actions have been taken to remedy, if any.
- h. Whether offeror's company currently has an existing business relationship with Noridian or HealthyDakota Mutual Holdings.
- i. Other factors that make offeror's company the best choice for Noridian over the term of the business relationship.

**2. Completed Attachment A**

- a. Attachment A has several tabs outlining detailed requirements, technical, security, architectural, and functional by area as it relates to overview and requirements above.
  - i. Tabs for Compliance and Internal Audit are optional.
- b. Technical Requirements
  - i. In addition to meeting other technical requirements in the attachment A, offeror solution must be on-premises or FedRAMP High authorized solution.
- c. Artificial Intelligence
  - i. Do you now or in the next 2 years plan to use Artificial Intelligence (AI) in your solution?
    - 1. If yes, please provide AI framework used.
- d. Sub-processors
  - i. If requested, will you provide a list of sub-processors.

**3. MSA Template Redlines**

- a. Attachment B is a draft Master Service Agreement (MSA). Please redline the draft MSA to assist with contract negotiations.
- b. Note requirement in 2(b) above.

**4. Implementation Plan Requirement**

- a. The Offeror shall submit a comprehensive Implementation Plan that outlines their proposed approach for deploying the solution. The plan should reflect a thoughtful balance of technical, operational, and customer/business experience considerations, with an emphasis on managing third-party risk effectively.



- b. The plan should outline where there is custom development needs, customer resources needed, and what overall support from offeror entails.
- c. Implementation Structure and Timeline
  - i. Provide a high-level project plan or timeline showing key phases, activities, and dependencies, ideally aligning with a 12-month implementation window.
  - ii. If the Offeror recommends a different timeline or structure, clearly explain the rationale and benefits of the alternative approach.
- d. Recommendations and Best Practices
  - i. Share any insights, enhancements, or accelerators the Offeror believes would improve the success of implementation.

**5. Support, Training, and Post-Implementation Changes**

- a. The Offeror shall provide a detailed description of the overall support model for the proposed solution or platform. The response should address the following areas:
  - i. Ongoing Support Structure
    - 1. Describe the support services available post-implementation, including hours of availability, support channels (e.g., email, phone, portal), response times, and escalation procedures.
    - 2. Include information on any tiered support levels and what is included at each level.
  - ii. Training and Enablement
    - 1. Outline the training approach for different user types, including but not limited to power users or administrators and general users or business users
    - 2. Indicate the formats available (e.g., live sessions, on-demand modules, documentation) and whether these are included in the base offering or require additional cost.
  - iii. Support Request Process
    - 1. Explain the process for submitting and tracking support requests during and after implementation, including how users are notified of status changes and resolutions.
  - iv. Post-Implementation Change Management
    - 1. Describe the process for requesting changes, enhancements, or customizations after the initial implementation period has concluded.
    - 2. Clearly outline any associated costs, pricing models, or thresholds for change requests (e.g., minor updates vs. major enhancements).
    - 3. If ongoing change management support is available as part of a subscription or service agreement, please specify.
    - 4. The Offeror should clearly distinguish between what is included in the standard offering versus what would be considered additional or optional services.

## 6. Pricing

- a. Include pricing information as noted in below pricing section.

## 7. Additional Functionality

- a. Outside of what is listed in this RFP, please describe any additional functionality, processes, etc., that are available or recommended with the solution offering.

## 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 award.

## PROPOSAL SUBMISSION

The deadline for proposals is on or before **5PM Central time on September 5, 2025**. 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 three years. Noridian requests offerors to submit pricing in a table format like the example format below.

If pricing structure varies per user or per module, outline the detailed breakdown of the cost structure as applicable to the solution sets being offered.

Additionally, offeror should outline any pricing assumptions, volume discounts, bundling options, or pricing dependencies. Include any renewal pricing, if applicable, or early termination terms.

## PRICING ASSUMPTIONS

- 10-15 administrators of the site
- 30-40 power users
- Open-ended number of third-parties to utilize the platform for risk assessments
- Price the required and optional services separately

### Pricing Table A: Standard Pricing

Category	Billing Frequency	Year 1	Year 2	Year 3	Total
Software Licensing / Subscription	Indicate pricing model (user, usage, etc.)				
Maintenance & Support Fees	Include Service Level Agreements (SLAs) or tier details if applicable				
Training (Ongoing/Refresher)	Optional, if recurring.				
Other Recurring Costs (Specify)					
<b>Total Recurring Costs</b>					

### Pricing Table B: Optional or Add-On Services

Service/Feature	Description/Notes	Unit Cost	Estimated Qty	Total
Additional Users / Licenses	Define license tiers if applicable			
Custom Development	Per hour or per project			
Integrations / APIs	Specify if per integration or usage			
Professional Services	E.g., consulting, optimization			

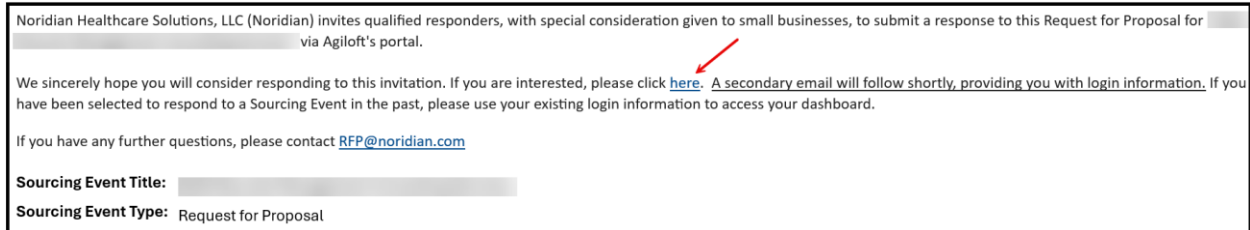
### Pricing Information:

Offeror to include narrative summary of pricing including assumptions, discounts, etc.

## AGILOFT USER GUIDE

### Accessing and Responding to the Sourcing Event

1. In your invitation email, please click the “here” link to access the Sourcing Event in Agiloft.



2. You will be prompted to enter your username and password, which you would have received in a separate email from Agiloft
    - a. If you have accessed the system previously, you will use your existing username and password.
    - b. If you are copying and pasting the username and password from the email, please ensure there are no spaces
  3. You can access the official sourcing event package under the attachments section.
  4. Upon review of the sourcing event package, please click either I am Interested or Not Interested.
  5. To submit questions, please use the Questions and Answers section.
    - a. Type your question into the Ask a Question box and then click Submit Question.
  6. To submit your proposal, please do so in the Attachments Section.
    - a. Either click attach/manage or you may drag and drop your documents
    - b. Please do not upload your proposal in the Customer Portal. Your proposal must be uploaded in the Sourcing Event for visibility to our Procurement Team.
  7. For any questions, please contact [rfp@noridian.com](mailto:rfp@noridian.com)
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