

Request for Proposals

ISO 9001 Registration Services

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 **ISO 9001 Registration 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, a single site facility, has been certified to ISO 9001 since September 5, 2014.

Noridian's current certification cycle started September 5, 2023, and the cycle expires September 6, 2026.

The scope of Noridian's certification includes Medical Entitlement Processing, Data Analysis, Healthcare Coding, Healthcare Call Center, and other supporting functions.

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 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 via Noridian's Contract Management System (Agiloft).

If you are not registered in our Contract Management System, please contact 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 **5:00 PM CST on Friday, September 5, 2025**, 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
RFP release	July 25, 2025
Deadline for Offeror questions	August 15, 2025
Noridian responses to offerors' questions	August 22, 2025
Proposals due by 5:00 PM CT	September 5, 2025
Final selection of offeror	September 19, 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.

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- 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. Copies of any non-mandatory audit reports or risk assessment documents, such as SOC 2 Type 2, HITRUST, ISO Audit, FedRAMP, OWASP Application Security Verification, CAIQ, SIG, or equivalent

6. 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).
7. 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.
8. Whether offeror's company currently has an existing business relationship with Noridian or HealthyDakota Mutual Holdings.
9. Other factors that make 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 award

DESCRIPTION OF SERVICES

Noridian is soliciting a registration body to perform **ISO 9001 Registration Services**.

Organization location	Fargo, ND
Organization size	Approximately 2100 employees
% of Telecommuters	Approximately 90%
Number of Shifts	1
Timeframes	<ul style="list-style-type: none"> • An annual pre-assessment meeting to occur annual in approximately March to review details of the next assessment. • June 2026: recertification assessment <p>June surveillance assessments in 2027 and 2028</p>
Organization Processes	See Attachment A

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Outsourced Processes	ISO internal audits Portions of: • Provider Audit Medical Review
Risks	Low risk of service failure.
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 6, 2026
Certificate Number	13132751

PROPOSAL SUBMISSION

The deadline for proposals is on or before **5:00pm CST on Friday, 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 on the following page.

ASSUMPTIONS:

- The number of employees is approximately 2100.

Description	Rate Indicate if Hourly/Daily/Annual	Total Cost
Year 1 Recertification (2026)		\$
Year 2 Surveillance (2027)		\$
Year 3 Surveillance (2028)		\$
Planning Fees		\$
Administrative Fees		\$
*Travel Costs (Describe all travel fees over and above flights, hotels, and car rental)		\$
Other Fees (Describe)		\$
TOTAL		\$

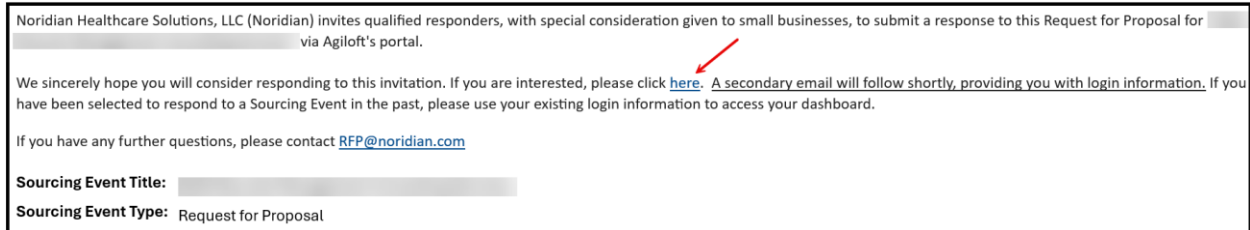
Processes

Management Review
Internal Audits
Continuous Improvement & Quality (includes corrective actions)
Business Development
Contract Administration (includes Subcontractor Evaluation & Purchasing)
Redeterminations/Appeals
MSP
Preprocess/Mailroom/Correspondence Control
Contact Centers / Written
Contact Centers / Phones
System Support
Provider Education
Compliance & Ethics (includes Records Management)
Claims Processing
Recoupment
Benefit Integrity
Provider Audit & Reimbursement
Provider Enrollment
Web Team
Clinical Services
Data Analytics

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
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