

Request for Proposals

BACKGROUND CHECK SERVICES

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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 background check 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.

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.

State Medicaid

Last Updated 7/9/2025

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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 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 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 August 29, 2025 at 5 pm central standard time., 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 15, 2025
Deadline for Offeror questions	July 31, 2025
Noridian responses to offerors' questions	August 15, 2025
Proposals due by 5:00 PM CT	August 29, 2025
Demonstrations	Week of September 15, 2025
Final selection of offeror	October 6, 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

- **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. The names of all company accreditations and certifications.
4. 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).
5. 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.
6. Whether offeror's company currently has an existing business relationship with Noridian or HealthyDakota Mutual Holdings.
7. Locations of data servers and personnel who will be servicing our account.
8. 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 employment background check services.

As a federal contractor, we are required to complete background check for new employees and provide periodic screenings to existing employees.

Required background check elements:

- Federal, state, and local criminal history for the last 7 years
- Highest level of completed education verification
- Previous employment verification
- Social security trace
- Healthcare sanctions
- Professional license verification
- Office of Foreign Assets Control (OFAC)
- Office of the Inspector General (OIG)
- Administrative Office of the Court (AOC)
- Department of Corrections (DOC)
- Sex offender registry
- System for Award Management (SAM) excluded parties list
- Securities and Exchange Commission (SEC)
- Corporate Party Affiliation

Required vendor services:

- Candidate/employee self-service website. Candidate and employees must be able to log in to the vendor's website to complete and provide all necessary personal information to complete the background check.
- Vendor must have the ability to create customized screening packages.
- Robust reporting functionality
- Email notification to requester upon completion of the background check
- Vendor must maintain a third-party website that maintains all records that Noridian can log into.
- Manage FRCA requirements
- Complete and send pre-adverse and adverse action letters on behalf of Noridian.
- Customer service agents available to assist and answer questions Monday – Friday 8 am-4:30 pm central time.

Required vendor business processes:

- Vendor employees that service our account must work within the United States.
- Data and servers must be housed within the United States.
- Must have the capacity to perform 800 or more background checks per year

Preferred services:

- Verification that candidate has resided in the United States for 3 of the last 5 years.
 - This is a requirement of our federal contracts and the method of verification can be done utilizing all required elements of the background check.
- Social security verification
- Identity checking remote employees.

Services out of scope:

- Integration with our ATS

PROPOSAL SUBMISSION

The deadline for proposals is on or before **August 29, 2025 at 5 pm central standard time**. 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.

Break down pricing per item based on the required list above. Please indicate if there are pricing discounts for standard or customized packages. Please also include any surcharges or additional fees that could be accrued in the execution of the background check.

ASSUMPTIONS:

- The number of employees is approximately 2100.

Description	Rate Indicate if Hourly/Daily/Annual	Total Cost
Criminal check		\$
Social security trace		\$
Education verification		\$
Past employment verification		\$
Healthcare sanctions		\$
Additional background check services		
Other Fees (Describe)		\$
TOTAL		\$

Attachment A

Background Check 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.