

# Request for Proposals

Noridian ISO 9001 ISO Registrar



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3/2/2022

PROPRIETARY AND CONFIDENTIAL

*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 certification 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, as a multi-site facility. Beginning in 2022, Noridian is changing to a single site facility.

Noridian's current certification start date is November 4, 2020. Recertification was delayed due to the COVID-19 pandemic. The current cycle expiration date is September 4, 2023.

## Company Background

Noridian Healthcare Solutions, LLC (Noridian), a wholly owned subsidiary of Noridian Mutual Insurance Company, 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

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### 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](mailto:rfp@noridian.com)

**Subject Line:** RFP ISO 9001 Certification 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 **5:00pm CST on August 19, 2022**, 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                               | July 5, 2022      |
| Deadline for Offeror questions            | July 22, 2022     |
| Noridian responses to offerors' questions | August 5, 2022    |
| Proposals due by 5:00 PM CT               | August 19, 2022   |
| Final selection of offeror                | September 1, 2022 |

### 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"> <li>▪ Organization's experience in this space</li> <li>▪ Customer history and relevance</li> </ul> |
| 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 registration body to perform ISO 9001:2015 recertification and surveillance assessment services.

| ISO Standard                                       | 9001:2015  |
|--|--|
| <b>Organization location</b>                       | Fargo, ND  |
| <b>Organization size</b>                           | Approximately 2000 employees   |
| <b>% of Telecommuters</b>                          | Approximately 85%  |
| <b>Number of Shifts</b>                            | 1  |
| <b>Timeframes</b>                                  | <ul style="list-style-type: none"> <li>• An annual pre-assessment meeting to occur approximately in March annually to review details of the next assessment.</li> <li>• June 2023: recertification assessment</li> <li>• June surveillance assessments in 2024 and 2025</li> </ul> |
| <b>Organization Processes</b>                      | See Attachment A   |
| <b>Outsourced Processes</b>                        | ISO internal audits<br>Portions of: <ul style="list-style-type: none"> <li>• Provider Audit</li> <li>• Medical Review</li> <li>• IT</li> </ul>   |
| <b>Risks</b>                                       | Low risk of service failure and unlikely to have an injury or illness.   |
| <b>Certification Scope</b>                         | Medical Entitlement Processing, Data Analysis, Healthcare Coding, Healthcare Call Center, and other supporting functions.  |
| <b>Certification exclusions</b>                    | 8.3; 8.5.1 f; 7.1.5  |
| <b>Current Certification Cycle Start Date</b>      | November 4, 2020*  |
| <b>Current Certification Cycle Expiration Date</b> | September 4, 2023  |
| <b>Certificate Number</b>                          | 13132751   |

\*Due to COVID-19 the recertification audit was delayed causing the gap between the original September cycle start date and the approval date.

Attachment A:



Noridian Key  
Processes.docx

## Proposal Submission

The deadline for proposals is on or before **5:00pm CST on August 19, 2022**. Submit the proposal and the Offeror's Profile questionnaire via email to the contact below:

[rfp@noridian.com](mailto:rfp@noridian.com)

**Subject Line:** RFP ISO 9001 Certification 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.

### Assumptions:

- The number of employees is approximately 2000.
- The key processes remain the same as those provided in Attachment A.
- Travel to Denver, CO, to conduct remote assessments collaboratively with the Denver-based internal audit team.

| Description  | Rate<br>Indicate if<br>Hourly/Daily/Annual | Total Cost |
|--|--|------------|
| Year 1 Recertification (2023)  |  | \$         |
| Year 2 Surveillance (2024)   |  | \$         |
| Year 3 Surveillance (2025)   |  | \$         |
| Planning Fees  |  | \$         |
| Administrative Fees  |  | \$         |
| *Travel Costs<br>(Describe all travel fees over and above flights, hotels, and car rental) |  | \$         |
| Other Fees (Describe)  |  | \$         |
| <b>TOTAL</b>   |  | \$         |