

**Support Maryland Health Benefit Exchange to Implement the Affordable Care Act (ACA)**  
**Maryland Health Benefit Exchange (MHBE)**  
**Consolidated Service Center (CSC) RFP**

**SOLICITATION NO. EXCHANGE – (MDM0031006966)**

**Vendor Question Responses - 03/28/2013**

#	Reference Section / Page Number	Clarifying Question	MD Response
272	p.26	The requirement says that MHBE will record and archive the calls. MHBE refers to the State performing these tasks of recording and archiving, correct?	The MHBE provided systems will provide call and screen record and archiving responsibilities, however, Offeror QA staff, supervisors, managers, and optional Command Center staff will be provided access these systems for CSC staff coaching and incident management.

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273	p.26	<p>The RFP indicates: "All reporting will be made available to the MHBE and identified partners via MHBE and Offeror provided systems."            Questions:            (1) Will the Maryland HIX Technology platform provide all of data and tools necessary to meet contract reporting requirements? If so, what reporting tools will be provided?            (2) Will the technology platform integrate various types of data such as those originating from the eligibility, enrollment, ACD, IVR, and CRM systems into a data warehouse or data layer?            (3) Will the Contractor have access to the data warehouse /data layer for reporting purposes?            (4) Will the Contractor have the ability to obtain data extracts from source systems            (5) Will the Contractor have the ability to use reporting tools provided with source systems (such as the ACD's reporting tool?)            (6) Will the Contractor have the ability to obtain data extracts from the data warehouse?            (7) Will the Contractor have the ability to obtain data extracts directly from source systems?            (8) What other type of system does the MHBE anticipate the Contractor will need to support reporting; in other words, what is meant by "Offeror provided systems"?</p>	<p>(1) MHBE systems will provide all reporting requirements however, human interpretation of results and action plans for correction to SLA's are responsibility of the Offeror. (2) MHBE systems will integrate all data types associated with enrollment and eligibility. Systems are being designed to link data from contact management systems to this data by MHBE. (3) Optional Command Center staff may have access to non CIC data for trending and reporting. Since data on enrollees and eligibility is personal, data from these systems is governed by State and Government requirements. (4) Offerors are to assume data provided will be contact center provided data from CIC contact handling systems. (5) It is the intent of the MHBE to provide all reporting from CIC platform to allow Offeror to continue to improve contact results. (6) The MHBE will provide data that allows Offeror to improve CSC center performance, again, keep in mind some of the reporting will not be shared if it is personal in nature. (7) No. MHBE will provide standard reporting access and will need to approve data warehouse access on a need basis. (7) Offerors are to assume they will only need to report on performance and results from MHBE provided systems. (8) The MHBE will provide all systems to support new Exchange customers, however, if the Offeror has additional systems that are believed to improve performance and quality, make sure you describe these systems in your response.</p>

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274	p.27	The RFP suggests the Consolidated Service Center will accept payments through various means (credit card, money order, etc.). Please explain or provide more details on the Contractor's role and responsibility with respect accepting or processing payments.	The technology for accepting these payments will be provided by the MHBE State.
275	P.27	The Consolidated Service Center staff will research and resolve consumer issues and account discrepancies. Please provide more detail on the Contractor's expected role and responsibilities in resolving account discrepancies	CSC Staff will be equipped through training, process and tools and can be expected to work with other State and/or Federal agencies and participating QHPs to resolve account discrepancies
276	p.27	With regard to fulfillment services, please provide the formats or templates and samples of correspondence the state requires. What types of forms/correspondence will be received by the Offeror for processing/handling/imaging/etc.? Please provide samples to aid in the estimation process.	Formats/ Templates are not available at this time. The Offeror should expect correspondence to include enrollment forms, required application documentation, complaints & appeals, and other miscellaneous written material
277	p.30	Regarding the CRM systems. How many interfaces are there? What are they and what direction does data flow? Which interfaces are batch/file-oriented and which are real time/services oriented? What is the database technology that is hosting the state system?	The MHBE is in the process of finalizing the selection of the CRM supplier and the requirements needed for MHBE and the CSC Offeror. Until the supplier decision is finalized, we cannot outline file structures and database technologies.
278	p.30	Please provide details on the interface specifications for utilizing the State's CRM systems.	The MHBE is in the process of finalizing the selection of the CRM supplier and the requirements needed for MHBE and the CSC Offeror. Until the supplier decision is finalized, we cannot outline file structures and database technologies.

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279	p.30	<p>This requirement states that the Offeror must provide process documents for various technologies in the coordination of the technologies provided.</p> <p>Who is providing the technologies listed? It is interpreted that MHBE (State) will be providing all the technologies listed and NOT the Offeror.</p> <p>Please specify who will be providing the technologies listed in this requirement. The State or the Offeror?</p>	<p>The State will provide all the technologies unless explicitly specified as being provided by the Offeror. The Offeror will be expected to provide desktop systems for their CSRs and the technology for print and mail fulfillment. An example of technology that will need to be developed by the Offeror includes the ability to receive a batch file from the State's data center and the print and mail the contents of the batch file.</p>
280	p.30	<p>Access to specific systems will be given.</p> <p>Please describe the type of access and access points that the Offeror will have.</p>	<p>The MHBE will provide user level access to all contact handling systems outlined in the RFP.</p>
281	p.30	<p>This section lists CRM, Interactive Intelligence, CIC email, ACD switch, report storage and agent tools.</p> <p>Are there other systems and tools not mentioned here that the Offeror will have access to? Please specify</p>	<p>Offerors are to assume they have user level access to all contact handling systems provided from the MHBE for performance, quality, and SLA attainment and improvement.</p>
282	Page 27	<p>Per RFP Section 12c it is required to record 100% of the inbound and outbound voice calls and retain for seven years. This RFP requirement provides for screen recordings.</p> <p>Please clarify whether the MHBE will be providing the storage for all voice and screen recordings</p>	<p>The MHBE will provide all QAM systems for call and screen recording for CSR performance management. The Offeror is not expected to store recorded calls or screens for QAM.</p>

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283	Page 26	While it is clear that the command center will maintain and improve the IVR (RFP Section 2.3, page 32), can the MHBE please clarify which entity (Offeror or other vendor) is responsible for the initial design and implementation of the IVR call flows/trees and scripts?	The MHBE intends to work collaboratively with the selected Offeror on the design and implementation of the IVR call flows and scripts.
284	Technology	What is the proposed scanning solution?	The Offeror will provide the scanning solution.
285	Technology	Will MHBE be providing any of the hardware required to support these technologies (networking, servers, routers, etc.)?	It is the intent of the MHBE to bring all technologies to the Offeror. The type of connection (CITRIX, other) is being finalized
286	General	Can the state support SFTP (ftp over ssh) for secure data transmission?	The MHBE can support SFTP as appropriate.
287	General	MHBE Customer-Centric Model Diagram: Does MHBE intend to be inside our outside of the State's firewall?	MHBE will work with the Offeror to establish connectivity to their facility
288	Section 2.6	Please confirm that help desk personnel will have access to a help desk ticketing system as part of the MHBE-provided systems (e.g., CRM or other system) to record and escalate technology issues. Is the MHBE responsible for providing escalation procedures to escalate tickets that require MHBE technology vendors to resolve?	It is the intent of the MHBE to provide CRM system to allow issue tracking in addition to capturing technical system escalation for health exchange technology solution tickets. The MHBE will be responsible for process and procedures for Offeror teams to follow for system related technology occurrences
289	Contract	What type of contract will be awarded?	MHBE is awarding a Firm Fixed Price contract with the exception of fulfillment services.
290	Contract	In the MHBE Enrollment and Net Staffing Assumptions, the second contract period end date reads 13/31/14. Please clarify the correct date.	The correct date should read 12/31/14

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291	Contract	If this is a five year contract with an estimated award date of April, is the contract expected to run until March of 2018? If so, contract prices change effective January each year and the last year prices will continue into 2018?	The contract will begin upon award with an end date of 12/31/17.
292	p.70	Would the State clarify if the Contractor will be reimbursed for all reasonable costs incurred by the Contractor due to such early termination, including start up and demobilization costs?	Please refer to section 16 of Attachment A.
293	Section 1.39	Note: specific requirements for the background checks. Is this for everyone that works on this service?	Yes, as referenced in Section 1.40
294	Contract	Will this contract be a single award?	Yes, subject to MHBE's determination to award the command center services simultaneously or at a later date.
295	Contract	Would MHBE delete the following sentence from section 4.2, "No late charges or interest shall accrue or be paid for any actual or alleged late payments by the State" and include the State of Maryland's standard clause which refers to the relevant sections of COMAR which allow such charges as done in all other State of Maryland standard contracts?	MHBE declines to amend the proposed change to the standard contract provisions.
296	Contract	Would MHBE add a right to cure period (10 to 15 days) to section 15 Termination for Cause of Attachment A's Standard Contract so that the Contractor has an opportunity to cure the failure or non-performance?	MHBE declines to amend the proposed change to the standard contract provisions.
297	Contract	Would MHBE consider deleting "loss of data and data breaches" from subsection a, item 25 Liability found in Attachment A, Standard Contract as this results in an unlimited liability on the Contractor when the Contractor is not being asked or compensated for storing or backing up MHBE data?	MHBE declines to amend the proposed change to the standard contract provisions.

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#	Reference Section / Page Number	Clarifying Question	MD Response
298	Contract	Would MHBE consider removing section 27 of Attachment A's Standard Contract regarding Loss of Data in its entirety since the awarded Contractor is not being compensated for ensuring that all the State's data is backed up and recoverable by the Contractor?	MHBE declines to amend the proposed change to the standard contract provisions.
299	Contract	Would MHBE consider adding the following Disclaimer of Consequential Damages to the contract as the State did under the current Local Telecommunications Services contract? Roger "EXCEPT FOR PAYMENTS OWED UNDER THIS CONTRACT, IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, WHETHER ARISING IN CONTRACT, TORT (INCLUDING A PARTY'S NEGLIGENCE) OR OTHERWISE, INCLUDING WITHOUT LIMITATION DAMAGES ARISING FROM DELAY, LOSS OF GOODWILL, LOSS OF OR DAMAGE TO DATA, LOST PROFITS (ACTUAL OR ANTICIPATED), UNAVAILABILITY OF ALL OR PART OF THE SYSTEM, OR OTHER COMMERCIAL OR ECONOMIC LOSS, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES."	MHBE declines to amend the proposed change to the standard contract provisions.
300	Section 1.2	The contract term of 5 years does not appear to correspond to the dates in the pricing sheets contained in Attachment F1. Please clarify if the contract term is for the remainder of 2013 (after contract execution) through 12/31/2017, or some other time period	The contract will begin upon award with an end date of 12/31/17.

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301	Section 1.2	In order for Offerors to provide the most effective pricing, can the MHBE clarify if there are any option years available after the base contract term?	At this time, there are no optional contract years available.
302	Section 1.2	Will MHBE please confirm that should the Procurement Office determine that information must be released to a third party, the MHBE will provide proper notice to the Offer or before any information is disclosed?	The MHBE is subject to and will comply with the Maryland Public Information Act.
303	General	<p>Given that the CSC Vendor is required to use:</p> <ul style="list-style-type: none"> <li>• MHBE-provided call center infrastructure and systems</li> <li>• MHBE prescribed staffing</li> <li>• Unknown contact volumes</li> </ul> <p>Will the MHBE consider adding the following language to 1.41 as well as 2.7 that mitigates the high level of risk the CSC Vendor assumes if contact volumes exceed estimates by more than 10%, which would have a significant impact to performance:</p> <p>“Should contact volumes exceed those estimated by the MHBE in Section 2.2 of this RFP by more than 10%, or systems provided by the MHBE and its vendors not meet performance expectations established during the Pilot Program, the CSC Vendor will not be held to the relevant Service Level Standards provided in Section 2.7 of this RFP.”</p>	MHBE declines the proposed change.
304	Section 3.2	Can the Offeror provide the five (5) copies of each volume in a 3-ring binder?	Yes



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<b>305</b>	Section 3.2	can the Offeror submit the proposal in plastic shrink wrap or bound with a rubber band?	Each Volume shall contain an unbound original as referenced in Section 3.2
<b>306</b>	Section 3.4.2	Can the Offeror provide all of the required attachments in a separate section titled "Additional Required Technical Submissions" at the end of the Volume I- Technical Proposal if each document is placed behind its own tab?	Please comply with Section 3.4.2
<b>307</b>	Section 3.4.3	Can the commitment letters be excluded from the page limits for this section?	Yes
<b>308</b>	General	Please clarify the requirement for letters of intended commitment. They are not described elsewhere in the RFP.	There are no technical requirements for the format of letters of intended commitment
<b>309</b>	General	Can the MHBE please clarify what licensure or certification requirements it is seeking from Offerors in this section?	MHBE is unable to answer this question because it lacks any reference to a specific provision in the RFP
<b>310</b>	General	Can the following documents be excluded from the page limits in this section: Current HIPAA training, Sample of Standard Curriculum, Organization Chart?	Yes, the current HIPAA training, Sample of Standard Curriculum and Organization Chart may be excluded from the page limits

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311	Contract	<p><u>Page 65:</u> Since a Task Order Agreement could be entered into by the parties after the procurement is completed and the Contract is executed, shouldn't the order of precedence among the Exhibits in the event of a conflict be the following:</p> <p>1) the Task Order Agreement; 2) the RFP; 3) the Technical Proposal; 4) the Financial Proposal; and 5) the State Contract Affidavit, executed by the Contractor and dated _____.</p> <p>If the Task Order Agreement comes after the RFP, and there are items in the RFP that may not be applicable to the Task Order Agreement, under the State's scenario, a change made to the Task Order Agreement concerning the RFP, would never be realized because the RFP would always take precedence, even if the parties did not intend for the RFP to control</p>	MHBE declines to amend the proposed change to the standard contract provisions.
312	Contract	<p><u>Page 70:</u> COMAR 21.07.01.11B.(1) allows a cure period of 10 days after receipt of notice from the procurement officer specifying a failure. The COMAR also states that the procurement officer may allow a longer period specified in writing. Would the MHBE please allow for a cure period under the Contract of 30 days after receipt of notice from the procurement officer specifying a failure, as the cure period? Roger</p>	MHBE declines to amend the proposed change to the standard contract provisions.

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313	Contract	COMAR 21.07.01.12A(2) states that a termination for convenience “shall be effected by delivery to the Contractor of a Notice of Termination specifying the extent to which performance of work is terminated and the time when such termination becomes effective.” Would the MHBE please allow for 30 days’ notice in the event that a termination for convenience is effected?	MHBE declines to amend the proposed change to the standard contract provisions.
314	Scope of Work	Item 4 discusses taking payments over the phone while item 13 refers to accepting credit cards and money orders. Please elaborate on the contractor’s responsibility for payment processing including the estimated payments to be processed by type (phone, mail-in, etc.) as well as cost responsibilities, such as lock box charges.	The Offeror will be responsible to accepting credit card and ACH payments over the phone for the initial premium payments for individuals and on-going premium payment for SHOP and MCHIP. Lock-box charges and credit card processing fees will not be the responsibility of the Offeror. Estimated payment volumes are not available at this time.
315	Workforce/ Staffing/ Facility	Is the senior operations manager referenced in 4.f a required position that is not included as key personnel or is this another title for one of the Key Personnel? If so, please indicate.	The senior operations manager referenced in 4.f is noted in the key personnel listing as the CSC Site Director.
316	Workforce/ Staffing/ Facility	Please share the peak number of agents needed at any point in time identified while preparing the staffing estimates.	MHBE will work with the Offeror on detailed staffing implementation and ramp schedules. Offerors should propose pricing that reflects average FTE counts as represented in the RFP.
317	Sec 1.45, p.24	In Section 1.45, p.24, please confirm that MHBE is only requiring a resume. If additional resumes are required, please indicate for which positions.	MHBE is requesting the resumes of the proposed Account Manager and Site Director.
318	General	Would the State please define what services/systems to which the contractor must provide State access?	To the extent that this question pertains to inspection and access, please refer to section 21 of Attachment A

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319	Sec 3.4 p.44	In Sec. 3.4, p.44, are letters of commitment to work on the project required to be included in 7? Experience and Qualifications of Proposed Staff for all proposed key personnel as well as for all non-MBE subcontractors?	Yes
320	Pricing	Please confirm the inclusion of WFM, QA, and SME in the CSC price and not the command center price, as well as the contractor's responsibility for these functions outside of the command center.	Yes, MHBE is expecting the Offeror to provide a workforce management analyst, quality assurance resources, and subject matter experts in the CSC price and not in the Command Center pricing.
321	Pricing	What other positions and FTE counts should be included in the command center? Should they be listed separately or should their cost be allocated to the fulfillment staff shown?	Command center pricing should be listed separately from fulfillment staff pricing, and should include, at a minimum, forecasting, scheduling, real time monitoring, and reporting resources.
322	Pricing	Will the contractor be paid based upon each of the per-unit rates identified in the pricing sheets?	The contractor will be paid based upon the identified rates in the pricing sheet.

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323	Pricing	<p>The price proposal asks that the hardware, software, networking equipment be included for the command center, yet it was otherwise mentioned that technology will be provided. To clarify, please indicate the responsibilities (contractor versus MHBE) for the following costs and whether they should be provided in the CSC or the Command Center price:</p> <ul style="list-style-type: none"> <li>a. Computer Hardware (other than PCs)</li> <li>b. Telephone System</li> <li>c. Telephone Line and usage charges</li> <li>d. Software Licenses</li> <li>e. Mailroom Equipment</li> <li>f. Scanning Equipment and Image storage</li> </ul>	<p><b>a.</b> The Offeror is to supply all PC's utilized in proposed Command Center offering.</p> <p><b>b &amp; c.</b> Telephony for internal communications are to be provided. The MHBE is responsible for connectivity to systems provided.</p> <p><b>d.</b> Software for MHBE provided systems will be paid for by MHBE, however, software for systems being proposed by Offeror are paid for by the Offeror.</p> <p><b>e &amp; f.</b> Mailroom services requested, mailroom equipment, document scanning and storage for systems utilized by the Offeror are to be paid for and provided by the Offeror</p>
324	p. 27	<p>Will MHBE provide the scanners and capture system (i.e., Kofax Capture or ESC Captiva) for incoming mail? If not, please provide the specifications for the document management system so Offerors can price the appropriate technology.</p>	<p>It is the intent that when documents need to be scanned as a part of mailroom services, the Offeror would provide these systems.</p>
325	p.36	<p>The RFP shows that 1% of the monthly invoice may be deducted for not meeting this service level: 85% of calls shall be answered within thirty seconds and that a call pick-up system which places the call in queue may be used. Given that the ACD and IVR technology will be provided to the Contractor (to answer calls and place them in queue) what level of control will the Contractor have with respect to making sure this standard is met?</p>	<p>The MHBE will provide the technology in order to measure these metrics. The CIC system from Interactive Intelligence easily measures these metrics and results, by day, ½ hour, by agent can be accessed and provided. It MHBE's expectation that the contractor meet the service level metrics.</p>

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326	P.44	Must we also provide letters of intended commitment to work on the project from Minority Business Enterprise subcontractors?	Yes, See Section 3.4, item # 7 in RFP document. Letters of commitment are expected from both MBE and non-MBE subcontractors.
327	p.44	Given that an Offeror may have multiple subcontractors, is it permissible to exempt the letters of intended commitment from the page limitations for this section?	Yes.
328	Section 1.34	Because we do not believe it is the MHBE's intention to limit the promotion opportunities for proposed staff, would the MHBE consider revising this language as follows, while retaining the MHBE's approval rights for replacement personnel: The Offeror may not substitute key personnel, other than by reason of an individual's death, sudden illness, termination of employment, or other extraordinary circumstances without the prior written approval of notification to the Contract Monitor."	The proposed language appears to be identical to the language in the second paragraph of Section 1.34 of the RFP.
329	Page 10	Because of the limited timeframe that the Offeror has to implement the CSC, would the MHBE consider adding the following language to reflect that a delay in contract award may impact cost and schedule for the Offeror: Should contract award be delayed beyond the date shown in RFP Section 1.14, Offer and MHBE agree to work collaboratively on adjustments to schedule and pricing to enable the CSC to begin assisting consumers by 10/1/2013	MHBE declines the proposed change.

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330	Page 29 & 58	In order to calculate the fixed price, Offerors are relying on their experience and expertise to properly anticipate volumes and any unknown aspects of the scope of work. Given that this is a new program and there are no true statistics upon which to base the fixed price, should the fixed price prove to be incorrect by a variance of ten percent (10%) higher or lower, will the MHBE agree to negotiate an equitable adjustment to the Offeror's fixed price through an amendment or change order to the Contract?	Please refer to Attachment A Section 2.2
331	General	Please advise of the per agent internet bandwidth requirement.	The Offeror will access the MHBE CRM application via an Internet connection. The application will serve HTML rendered web pages. The Offeror must supply bandwidth sufficient for the Agent to access HTML web pages with sub second response rates. The exact agent internet bandwidth has not yet been determined.
332	p.30	The RFP states that the Offeror will have access to the OnBase Document Management System. Does this include imaging, OCR/ICR or rapid data entry functionality, or is does it provide only the capability to index, store, and retrieve documents from the repository?	The Offeror will have access to the OnBase document management systems. At this time, the functionality has not yet been determined. This will be communicated when available.
333	p.35	Is the state providing a network switch, firewall, and router for Offeror to utilize to access network resources?	No, these resources must be provided by the Offeror.
334	p.35	Is the state providing DID, voice mailbox for personnel including utility mailbox and call manager system to support telephone handsets?	No, these resources must be provided by the Offeror.

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335	General	MHBE Customer-Centric Model Diagram: Can MHBE provide a detailed diagram of the communications network that you intend to provide to the CSC specifically to carry both voice and data traffic for the CRM and other applications?	No, not at this time. Network and communications diagrams may be provided to finalists, at the discretion of the Office of the CIO.
336	Technology	Will the CSC be connected via a State managed network such as Network Maryland?	The CSC will be connected to the Noridian MPLS-based WAN that is on a dual carrier network. Noridian deploys Quality-Of-Service (QOS) components to ensure transaction services meet SLAs for voice, real-time transactions and file transfers. In addition, the WAN supports dual, load-balanced Exchange operation facilities and provides for high availability operational redundancy for Exchange business services. Yes, Offeror workstations can access your corporate resources such as corporate trainings systems, timesheets and the Intranet. However, the Offeror will be held responsible and liable for firewalling and intrusion detection such that viruses, malware. etc. are not introduced into the State network.
337	Section 2.6	If the CSC Vendor is expected to provide a help desk ticketing system, will it need to interface with the MHBE (or one or more of its technology vendors) ticketing system to support escalation? Will the MHBE need real time access? Will the CSC Vendor provide regular reporting?	It is the intent of the MHBE to provide help desk service to allow issue tracking in addition to capturing technical system escalation for health exchange technology solution tickets. The MHBE will be responsible for process and procedures for Offeror teams to follow for system related technology occurrences.



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338	p.34	Section 2.6.3 states that "All Consolidated Services Center technology will be supplied to the Offeror," but Section 2.1.12.d states that "All reporting will be made available...via MHBE and Offeror provided systems." Please provide the specific Offeror provided systems needed.	The MHBE will provide reporting from systems that Offeror's staff will access. For example, MHBE is providing IVR, ACD, WFM, and QAM from CIC Systems from Interactive Intelligence. The CRM systems we are in the process of selecting will provide reporting on Offeror CRM reporting and performance. The Offeror will provide connectivity to the CIC.
339	Technology	Can the State produce a technology diagram detailing technologies provided to the partner?	No, not at this time. Network and communications diagrams may be provided to finalists, at the discretion of the Office of the CIO.
340	Section 2.6	Should the Offeror plan to provide the program literature? If so, please provide specifications for the literature (number, size, type, etc.). If Offeror is not providing the literature, please provide information on the expected storage capacity (i.e. daily or monthly volumes of each kind of literature that the Offeror should keep on hand).	The MHBE will provide program literature (marketing materials). At this time, the MHBE does not have the marketing literature specifications. It is anticipated that the storage capacity will be minimal. However, the MHBE does not have the storage capacity levels at this time. The exact storage capacity will be provided at a later date.
341	Technology	Will the state or vendor be responsible for providing imaging capability for incoming mail applications?	Yes, the Offeror shall be responsible for providing a scanning solution.
342	Technology	The CSC need to be pci certified - with a current audit by a QSA?	The MHBE payment system will be PCI compliant. It is the requirement of the Offeror to have PCI compliance (processes and personnel)
343	Workforce/ Staffing/ Facility	In addition to English & Spanish, Pg. 26 of RFP refers to additional languages specified by Hilltop Institute Study. Can the State indicate the number of languages that need to be supported today where populations have reached the 3% Consumer requirement?	Please review Hilltop Institute study. Current Requirement is English and Spanish.

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344	Workforce/ Staffing/ Facility	Please share the peak number of agents needed at any point in time identified while preparing the staffing estimates.	MHBE will work with the Offeror on detailed staffing implementation and ramp schedules. Offerors should propose pricing that reflects average FTE counts as represented in the RFP.
345	Sec 1.45, p.24	In Section 1.45, p.24, please confirm that MHBE is only requiring a resume. If additional resumes are required, please indicate for which positions.	MHBE is requesting the resumes of the proposed Account Manager and Site Director/ Senior Operations Manager.
346	p.50	This item (69, p.50) requests information about any of a bidder's current projects that serve "walk-in" customers. Does this RFP require the bidder to include costs and resources for handling "walk-in" customers?	No.
347	Sec 2.3 p.32	In Section 2.3, Item 4, p.32, please explain what this item entails; specifically what are "appropriate toll free number reporting changes"?	The command center will monitor the toll free number traffic and make changes to reporting if the CSC makes any changes to its toll free number(s).
348	Enrollment Broker Services	Does the fact that these services will be added via task order indicate that the bidders should in no way accommodate them in their bid? It would seem to make sense that the infrastructure be put in place for the enrollment broker staff in connection with the initial efforts for the CSC. Please indicate if the bidder should include any costs (PCs, Phones, desks, wiring, office space, etc.) associated with the future expansion of EB services.	The bidder should not include any costs associated with future expansion of the enrollment broker services.
349	RFP Response and Proposal Evaluation	Should MBE percentages be based upon bid price including or excluding the command center?	The MBE Requirements should be based on bid price including command center

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350	RFP Response and Proposal Evaluation	May electronic versions of proposal responses be submitted in PDF format as opposed to Microsoft Word/Excel?	No. Please follow RFP submission instructions as provided.
351	Sec 3.4 p.41	Are bidders to include a MS Project Plan addressing sub items 5.a-f (Sec 3.4 p.41) with our proposal response?	Yes.
352	Back Office/ Fulfillment	Is it correct that the fulfillment service staff are separate from the back office staff responsible for correspondence processing?	Yes.
353	Contract	Reference: (Page 74) 25. Liability Question: Will the State consider a cap on loss of data and data breaches and limit it to direct damages?	MHBE declines the proposed change
354	Contract	Reference: (Page 75) Liquidated Damages Question: Will the State consider LD's of "a maximum amount not to exceed the prorated dollar amount in days for milestone completion".	MHBE declines the proposed change
355	Contract	Reference: 28. Inspection. Question: Will the State consider removing "at all times" and replace it with "with prior coordination and scheduling" ?.	MHBE declines the proposed change
356	Contract	Reference: (Page 20) 1.42 Insurance Requirement Question: Will the State consider reducing the dollar amounts of insurance coverage?	MHBE declines the proposed change

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<b>357</b>	Pricing	To standardize bids, please include estimated units of volume for items L-Q on Attachment F, as well as WFM and SME hours	Please propose pricing based on the projected FTE counts.
<b>358</b>	General	Would the State please clarify the difference between Assistors and Navigators?	For more information regarding Navigators, Assistors and Connector entity Program please visit the MHBE website on <a href="http://marylandhbe.com/wp-content/uploads/2013/01/Connector_Entity_Grant_-Solicitation-REVISED.pdf">http://marylandhbe.com/wp-content/uploads/2013/01/Connector_Entity_Grant_-Solicitation-REVISED.pdf</a>
<b>359</b>	General	Would the State please define "Connector Entities"?	For more information regarding Navigators, Assistors and Connector entity Program please visit the MHBE website on <a href="http://marylandhbe.com/wp-content/uploads/2013/01/Connector_Entity_Grant_-Solicitation-REVISED.pdf">http://marylandhbe.com/wp-content/uploads/2013/01/Connector_Entity_Grant_-Solicitation-REVISED.pdf</a>
<b>360</b>	General	Paragraph 1.1 Summary Statement - Will the State accept partial compliance with the Americans with Disabilities Act?	MHBE declines the proposed change
<b>361</b>	p.26	Page 26, 12 (c) states that "MHBE" will 100% of all voice calls. Does this mean that calls will stay in MHBE phone switch and not transfer to Offeror phone system?	No. All calls will be transferred to Offeror phone system.
<b>362</b>	p.27	Page 27, 13 (a) – Will MHBE be responsible for development, update and support of web portal?	Yes.

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363	p.28	Page 28, Section 2.2 – In arriving at the FTE estimates, what assumptions were used, i.e., Average Handle time, Average speed to Answer, call arrival patterns (interval forecast), etc.? For the initial pilot and subsequent start-up, will MHBE direct the staffing requirements, or will this function reside with the Offeror?	Staffing assumptions were derived by using the membership estimates as noted in the RFP, and forecasting the percentage of activity that will occur in the CSC vs. through field based Connector Entities. Call handling time estimates consider three (3) different call types (general inquiry, eligibility/enrollment, and ongoing support), which vary in length and frequency. Self service channel utilization is assumed to be very low (< 10%) during the initial year of operation. MHBE expects to work collaboratively with the Offeror and the Command Center on determining longer term staffing requirements based on initial experience. The MHBE intends to work collaboratively with the Offeror regarding Staffing for Pilot Program
364	General	Can you please define your interpretation of one FTE? Does this include breaks, lunch, etc., or simply productive time, i.e., on phone and/or in ready state.	FTE counts in the RFP includes all paid time, not simply productive time.
365	p.30	Page 30, section 2.3 #1 – can you confirm that all systems listed will be provided by MHBE?	Yes, all of the systems listed in Section 2.3.2 will be provided by the MHBE.
366	General	Are command center personnel estimates included in FTE estimates, or would this group be in addition to those listed in 2.2?	Command center personnel are not included in FTE estimates and will be in addition to those listed in Section 2.2.
367	General	During the Bidder's Conference it was stated that there is a desire for unique and state of the art technologies. Please provide a list of acceptable technologies the state considers "unique and state of the art technologies." Or provide a list of criteria that defines these desired technologies.	Offerors are expected to differentiate themselves using their expertise where possible. Please include in your response any technologies that you consider to be differentiating, unique and state of the art.
368	General	Can the State provide additional, more specific transaction volume data to more precisely estimate and propose Staffing Levels for Open Enrollment handling?	Offerors should assume the staffing levels as represented in the RFP to be accurate for the purpose of developing their pricing proposals.

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369	General	Can the State indicate the number of languages that need to be supported today where populations have reached the 3% Consumer requirement?	Please review Hilltop Institute study. Current Requirement is English and Spanish.
370	General	Is the State open to a predominantly Work At Home (more distributed) configuration for the CSC versus a consolidated one?	The State will consider a Maryland-based, work@home component of an overall solution.
371	General	Can the State offer available building   office location(s) for CSC staff placement and operations?	No. The Offeror is responsible for all required work space.
372	p.34	Page 34, section 2.5 Future Expansion – Will these employees be required to be licensed agents? Will their living wage be in the same Tier I band as agents?	Offerors should not include pricing for possible future program expansion.
373	p.34	Page 34, Section 2.6 – In lieu of phones listed in this section, could Offeror provide “soft phones” that will connect with MHBE switch?	No
374	p. 25	Please explain how the CSC will be taking premium payments over the phone. What system will be used?	The CSC will accept, over the phone, ACH and credit card payments for Individuals, small business and MCHIP eligibles. The MHBE will provide the BillSpan product technology as the system to manage premium billing and payments.
375	p.16	Will the CSC have any responsibility for accepting paper checks?	No, the MHBE will provide a lockbox for paper checks.
376	p.34	How will the CSC connect with MHBE systems – are they web-based, or will a dedicated line be required?	The CSC will connect to the MHBE systems using web-based technology
377	P.36	Regarding CSC Standard 2, if an ACD is used and provided by MHBE, what other “call pick-up system” may the Offeror use to meet the 85% in 30 seconds call answer requirement	None anticipated. The Offeror must meet the SLA with agent staff.