



Questions and Answers No. 2
Request for Proposal MDM0031032279
MHBE Fulfillment Services RFP
June 21, 2017

Ladies/Gentlemen: This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. Nothing in MHBE's response to these questions is to be construed as agreement to or acceptance by the MHBE of any statement or interpretation on the part of the Offeror.

1. Question: General Questions – Outbound Are the envelopes for outgoing notices listed in sections 3.2.1.1, 3.2.1.2, 3.2.1.3, & 3.2.1.5 all the same and are they provided by MHBE or by the contractor? May we get a sample?

Response: Envelopes for notices will be standard business envelopes and will be provided by the contractor. No sample will be provided.

2. Question: General Questions – Outbound What section encompasses the mailing of Provider Network Directories? Are the PND's pre-printed and provided in bulk by MHBE

Response: Information regarding the mailing of Provider Network Directories (PNDs) is included in Section 3.2 under "Basic Assumptions for MCO Enrollment and Materials", 3rd bullet. The vendor will be responsible for printing the PNDs.

3. Question: System Generated Outbound Notice Production – section 3.2.1.1 There was a sample renewal notice provided. Is this representative of the type of notices for this section? The logo in the sample is two colors and there are phone numbers in the sample in blue which makes this document a color document, is that assumption correct?

Response: All notices are printed in black.

4. Question: System Generated Outbound Notice Production – section 3.2.1.1 Other notices in this section, are they all one sheet of paper printed on one or two sides?

Response: See response to question #6 in Q & A No. 1.

5. Question: System Generated Outbound Notice Production – section 3.2.1.1 May we get samples of all notices for this section?

Response: Please refer to Appendix L.

6. Question: Manual Notice Production – section 3.2.1.2 What format is the Address data and the letter template for the merge process?



Response: The address data is provided in an Microsoft excel spreadsheet and the letter template in a Microsoft Word format.

7 **Question: Manual Notice Production – section 3.2.1.2** Are the notices 1 sheet of paper printed on one or two sides?

Response: The number of pages varies based on content of manual notice - these are ad-hoc and custom notices. Most notices are printed on two sides.

8. **Question: Manual Notice Production – section 3.2.1.2** Are they printed black or color?

Response: Manual notices are printed in black.

9. **Question: Manual Notice Production – section 3.2.1.2** What frequency do the notices occur?

Response: Manual notices are ad-hoc and are event driven.

10. **Question: Manual Notice Production – section 3.2.1.2** May we get a sample data file and letter template?

Response: See the response to Question 6. Sample data file cannot be provided.

11. **Question: Voter Registration Forms – section 3.2.1.3** What format is the weekly address file provided?

Response: The weekly address file will be provided in Microsoft Excel.

12. **Question: Voter Registration Forms – section 3.2.1.3** Are the forms pre-printed and provided in bulk by the MHBE?

Response: The forms are pre-printed and provided through the Board of Elections.

13. **Question: Voter Registration Forms – section 3.2.1.3** May we get a sample of the form?

Response: Please refer to Maryland Board of Elections website for template.

14. **Question: Voter Registration Forms – section 3.2.1.3** What is the volume of forms mailed by month?

Response: Approximately 1000 forms are mailed each month

15. **Question: Paper Application Fulfillment – section 3.2.1.4** What format is the address data provided?



Response: The address data is provided through the Customer Relationship Management system. The vendor will be required to access the data through the MHBE Customer Relationship Management system.

16. Question: Paper Application Fulfillment – section 3.2.1.4 What frequency is the address data provided?

Response: The address data is provided daily.

19. Question: Paper Application Fulfillment – section 3.2.1.4 What is the volume per month?

Response: On average we fulfill 1,500 paper applications per month.

20. Question: Paper Application Fulfillment – section 3.2.1.4 Are the forms pre-printed and provided in bulk by MHBE along with the outgoing envelope?

Response: The fulfillment vendor prints and mails application forms and envelopes.

21. Question: Paper Application Fulfillment – section 3.2.1.4 May we get samples?

Response: Please refer to Attachment L for a reference sample.

22. Question: IRS Forms 1095-A & 1095-B Production – Section 3.2.1.5 What format are these forms provided?

Response: These forms are IRS forms, the MHBE does not determine the template of these. Vendor to generate forms in PDF format and send to MHBE (Sftp) for uploading. And Vendor to print and mail the forms

23. Question: IRS Forms 1095-A & 1095-B Production – Section 3.2.1.5 These are due to be mailed by January 31st, when are the forms available for production?

Response: Typically, most of the 1095-A forms are available for production in mid-January. Typically, most of the 1095-B forms are available 5-6 weeks prior to the due date for production.

24. Question: IRS Forms 1095-A & 1095-B Production – Section 3.2.1.5 May we get samples?

Response: Refer to IRS website for format.



MCO Enrollment Packet Production & Mailing – Section 3.2.1.6

25. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm since no changes to current artwork is anticipated, MHBE will provide all needed artwork for production of the enrollment materials.

Response: MHBE and DHMH is responsible for providing the content, layouts and artwork for the production of the enrollment materials.

26. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6. The reminder notice, how is this provided?

Response: The vendor is responsible for printing and mailing the reminder notice within 7 days of sending the enrollment packet if no response (MCO selection) has been made by the consumer.

27. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Is the address data provided in a file and we merge onto the final document or is it sent as a print ready PDF?

Response: The address data is provided in a daily file sent by the HBX and the vendor is responsible for providing the mail merge.

28. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm the final mailing piece is printed as an 8.5 x 5.5 card in black ink?

Response: Please identify the item you are referring to as the “final mailing piece”.

29. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 For the cover/welcome letter, what format is the address data provided on a daily basis?

Response: The address is provided in a standard format as generated in the address file sent daily by the HBX.

30. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Does this file include data for other fields on the welcome letter such as case number, PIN, choose by date, etc.?

Response: The address file will also include the consumer’s medical assistance and case number and the enroll by date.

31. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm this prints single sheet, one side black only.



Response: If you are referring to the cover/welcome letter, this item prints double sided and in black ink only.

32. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 There does not seem to be a sample of Notice-MCO policy changes included in appendices. May we get a sample and can you provide the specifications of the piece, paper weight/type, finished size, etc.

Response: This is an adhoc item that is requested if a change is necessary to the enrollment materials between print cycles. Typically this includes a one page, double sided insert in black ink only.

33. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm specs for the HealthChoice information booklet. And confirm if there is a Spanish version.

Response: See document specs in chart below. Yes, there is a Spanish version of this booklet.

34. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm the MCO performance Card is printed English Front/Spanish back. Can you provide the specifications of the piece, paper weight/type, finished size, etc.?

Response: Yes, this document is printed in English Front/Spanish back. See document specs in chart below.

35. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please provide the specifications of the piece, paper weight/type, finished size, etc. for the MCO Enrollment form G & HSNI form.

Response: See document specs in chart below. The MCO enrollment form and HSNI form are included in the specs for Appendix K- Welcome Letter and Booklet.

36. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please provide the specifications of the piece, paper weight/type, finished size, etc. for Non-Discrimination Statement & Accessibility Requirements brochure.

Response: See document specs in chart below.

37. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm appendices D, F & J are MCO-provided brochures.

Response: MHBE and DHMH is responsible for providing the content, layouts and artwork for the



production of Appendices D, F & J. The vendor is responsible for printing these items.

38. Question: MCO Enrollment Packet Production & Mailing – Section 3.2.1.6 Please confirm the outgoing envelope is a 9x12 printed 2 color front and black only on the back.

Response: See specs for Appendix C below.

For Appendices A-K see specs in chart below:

| | Page Count | Dimensions | Paper Stock | Ink Color | Fold/Binding Type |
|------------|------------|--|----------------------------|-----------|-------------------|
| Appendix A | 1 | Standard Size Business Envelope 9 ½” x 4” | Standard Copy Paper Weight | Black | None |
| Appendix B | 1 | 5 ½” x 8 ½” | Card stock | Black | None |
| Appendix C | 1 | 9” x 12” window envelope | Standard Copy Paper Weight | Black/Red | None |
| Appendix D | 1 | 8 ½” x 14” | Card Stock | Black/Red | Trifold |
| Appendix E | 4 | 8 ½” x 11” | Card Stock | Black/Red | Bound |
| Appendix F | 4 | 32” x 11” | Standard Copy Paper Weight | Black/Red | Trifold |
| Appendix G | 5 | 8 ½” x 11” | Standard Copy Paper Weight | Black/Red | Trifold |



| | | | | | |
|------------|----|-------------|----------------------------|--------------------|---------|
| Appendix H | 1 | 5 ½" x 8 ½" | Card Stock | Black/Red | None |
| Appendix I | 5 | 8" x 9 ¾" | Card Stock | Black/Red and Blue | Trifold |
| Appendix J | 1 | 3 ¾" x 8 ½" | Standard Copy Paper Weight | Black | Trifold |
| Appendix K | 20 | 8 ½" x 11" | Standard Copy Paper Weight | Black | Bound |

39. Question: Are Reminder notices (H) to be included in the Enrollment Packet?

The Enrollment Packet shall contain the following (See Appendices):

- A. Cover Letter
- B. Notice - MCO Change Policies
- C. HealthChoice Program Information Booklet
- D. An MCO Performance Card
- E. A Doctor/Clinic Listing Request Card
- F. An MCO Enrollment Form
- G. A Health Service Needs Information (HSNI) Form
- G. Envelope that is postage-paid and self-addressed to the vendor's mailing address for processing of mailed in enrollment forms;
- H. Reminder Notices; and
- I. Non-Discrimination Statement and Accessibility Requirements Brochure; and
- J. MCO-provided Brochures.

Response: No, reminder notices (H) are not to be included in the Enrollment Packet. The vendor is responsible for printing and mailing the reminder notice within 7 days of sending the enrollment packet if no response (MCO selection) has been made by the consumer.

Date Issued: June 21, 2017

Michelle Compton

Procurement Officer