

**Maryland Health Benefit Exchange  
Solicitation # BPM028490  
MHBE Consolidated Service Center**

**ATTACHMENT E - FINANCIAL PROPOSAL  
CONSOLIDATED SERVICE CENTER RFP # BPM028490**

**Base Contract is 3 Years plus One 2-Year Renewal Option**

Description	Monthly Cost Base Term Year 1	Monthly Cost Base Term Year 2	Monthly Cost Base Term Year 3	Monthly Cost Option Year 1 of 2	Monthly Cost Option Year 2 of 2
Operational Fixed Fee*	\$ -	\$ -	\$ -	\$ -	\$ -
Total Per Year ( Monthly Cost x 12)	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Contract Total - Operational Fixed Fee</b>	\$ -				
Description	Unit Cost Base Term Year 1	Unit Cost Base Term Year 2	Unit Cost Base Term Year 3	Unit Cost Option Year 1 of 2-year Option	Unit Cost Option Year 2 of 2-year Option
TIER I - Fixed Unit Price per Call**	\$ -	\$ -	\$ -	\$ -	\$ -
TIER II - Fixed Unit Price per Call**	\$ -	\$ -	\$ -	\$ -	\$ -
Live Chat - Fixed Unit Price per Contact	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 45,000 average calls Tier I offered per month****) (Unit Cost *12*45,000)	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 45,000 average calls Tier II offered per month****) (Unit Cost *12*45,000)	\$ -	\$ -	\$ -	\$ -	\$ -
Estimated Total Per Year (Based on 3,000 average live chats per month (Unit Cost*12*3,000)	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Contract Total - Fixed Unit Price per Call</b>	\$ -				
<b>Transition Costs (90 Days)***</b>	\$ -				
<b>Total Evaluated Proposed Price - 5 Years ( Contract Total Operational Fixed Fee + Contract Total Fixed Unit Price per Call + Transition Costs)</b>	\$ -				

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**\* Operational Fixed Fee** - A monthly payment for fixed and pass-through costs. Fixed costs to include facilities, infrastructure, equipment, security system monitoring, key personnel, team leads, supervisors, management (excluding key staff), internal escalated team, training staff, quality assurance staff, and financial or administrative support staff. Pass-through costs to include telephony line, circuit usage, telephony system and platform costs, workforce management and reporting and quality monitoring, and other operational software.

**\*\* Fixed Unit Price per Call** - A fixed cost per handled call to include customer service representatives, team leads, supervisors, management (excluding key staff), internal escalated team members, training, quality assurance, and support staff. Handled call is defined as a call where a CSR and a consumer interact for a period of 30 seconds or more. It does not include dropped calls less than 30 seconds, dead air or abandoned calls. Pricing proposal should assume an average handle time of 15 minutes per call.

**\*\*\*Transition Costs** - The MHBE is willing to reimburse for transition-in activities as described in the RFP, Section 3.3, Transition Plan. The MHBE is not willing to reimburse for acquisition of equipment, systems, furniture, etc. necessary for the awarded offeror to establish the CSC. Operational costs may include ongoing technology support for IVR design updates, systems integration and report development. The costs referenced are not exhaustive and are only representative. The MHBE will not reimburse separately for operational costs. Operational costs should be included in the price proposal.

**\*\*\*\*** Please note this number of calls is for evaluation purposes only and does not represent actual call volume.

Submitted By:

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name and Title: \_\_\_\_\_

Offeror Name: \_\_\_\_\_

Offeror Address: \_\_\_\_\_

FEIN: \_\_\_\_\_ eMM # \_\_\_\_\_

Offeror Contact Information: Telephone: (\_\_\_\_) \_\_\_\_ -- \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_ -- \_\_\_\_\_

E-mail: \_\_\_\_\_

To be submitted in Excel and PDF Format