

AMENDMENT # 1
Request for Proposal
SOLICITATION NO: BPM028490
March 25, 2022

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all bidders who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language is highlighted in yellow and is in red text (ex: **new language**) and language deleted is in blue text (ex. **language deleted**).

The following amendments were made to the SOLICITATION NO: BPM028490

- 1) Amend Page 3, *RFP KEY INFORMATION SUMMARY SHEET*,

Pre-Proposal Conference: **March 23, 2022, 1:00 PM, Local Time**

Amended To:

Pre-Proposal Conference: **April 6, 2022, 1:00 PM, Local Time**

- 2) Amend Page 3, *RFP KEY INFORMATION SUMMARY SHEET*,

Closing Date and Time: **April 11, 2022, 10:00 AM, Local Time**

Amended To :

Closing Date and Time: **April 26, 2022, 11:00 AM, Local Time**

- 3) Amend Page 17, Section 1.7, 1st Sentence

A Virtual Pre-Proposal Conference (the Conference) will be held on **March 23, 2022** beginning at **1:00PM Local Time**.

Amended To :

A Virtual Pre-Proposal Conference (the Conference) will be held on **April 6, 2022** beginning at **1:00PM Local Time**.

4) Amend Page 18, Section 1.11, 1st Sentence

Proposals, in the form set forth in Section 4.2 “Proposals” must be received by the Procurement Officer at the e-mail address listed on the Key Information Summary Sheet, no later than **April 11, 2022, 10:00 AM** Local Time in order to be considered.

Amended To :

Proposals, in the form set forth in Section 4.2 “Proposals” must be received by the Procurement Officer at the e-mail address listed on the Key Information Summary Sheet, no later than **April 26, 2022, 11:00 AM** Local Time in order to be considered.

5) A revised and new “Attachment E - Price Proposal Instructions and Form RFP” has been posted and the former Attachment E will be deleted so as not to cause confusion.

6) Delete RFP Section 3.2.1.20 in the RFP and replace with language in the attached file **“BPM028490 - MHBE Consolidated Service Center - Amendment 1, Item 6 - Technology Section 3.2.1.20”**. The same language is also below:

3.2.1.20	Technology	<p>Contractor shall have capability to securely add remote locations and remote employees for business redundancy and expansion planning, consistent with Section 3.8.3 Information Security Requirements.</p> <p>The Contractor must provide adequate network infrastructure, bandwidth and expert support services to acquire and complete circuit connectivity within the Servicer Center facility up to an including connectivity to all needed MHBE applications and supporting Contractor applications.</p> <p>The Contractor must provide phones, headsets, computers, monitors, keyboards, mice and other peripheral equipment necessary for CSRs to perform call center activities.</p> <p>The Contractor must supply all PCs, monitors, printers, network routers, network switches, data center racks, and wiring sufficient to meet network and operational needs.</p>
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		<p>Contractor will assume billing and cost management responsibilities for establishing and maintaining all connectivity necessary to fulfill this contract.</p> <p>The Contractor will provide redundant network services in order to fulfill the needs of the contract.</p> <p>The Contractor is required to provide battery backup for all routers, switches and servers.</p> <p>The Contractor must provide enough bandwidth to record 100% of all voice and data traffic.</p> <p>The Exchange will provide CRM Users License sufficient for the number of required staff and Maryland.gov email addresses for managerial and escalation staff as jointly determined necessary by MHBE and Contractor.</p> <p>The contractor must maintain their intranet and internet connectivity to the following applications:</p> <ul style="list-style-type: none">• The HBX, SailPoint• The Exchange’s Learning Management System (LMS)• The Exchange’s Customer Relationship Management System (CRM)• The Exchange’s SharePoint and/or Google Docs and other shared resources as deemed necessary by MHBE. <p>The Contractor will ensure desktop upgrades to support CSC tools to CSR desktops. Contractor will use an updated version of Google Chrome or supported browser that is compatible with MHBE applications, or such other upgraded versions as required, to connect to the HBX applications;</p> <p>The Contractor will provide the capability to record 100% of all calls and screens viewed (i.e.: chat). The recordings must be exportable in a format that can be viewed and heard and will supply support to MHBE as needed if calls and recordings are needed for MHBE review.</p> <p>The Contractor shall provide a help desk resource, during business hours and as necessary for internal technology-related escalations.</p> <p>The Contractor shall provide computing systems workstations with the following minimum specifications:</p> <ul style="list-style-type: none">• Processor - 7th Generation - i7 Processor or better
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		<ul style="list-style-type: none">• Memory - 16 Gig minimum• Disk Space - Minimum 256 SSD or Regular Hard Drive (500Gig)• Full disk encryption• Monitors (2) - 24 inch monitors <p>The Contractor shall have technical support for all provided systems, desktops, telephony (including remote telephony) and network connectivity.</p> <p>The Contractor shall provide a technical lead to manage and coordinate all aspects of technology, including but not limited to voice, data, desktops and cloud based systems and whom all technical communications will be communicated.</p>
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