

AMENDMENT # 3
Invitation for Bid
Insert Solicitation # SOLICITATION NO: BPM028490
April 6, 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 63, Add to Section to 3.3.1 last paragraph below highlighted in yellow. All unhighlighted text has not changed from the original.**

3.3 Transition Plan

3.3.1 Transition-In Planning and Execution

Kick-off Meeting:

A kickoff meeting will be held within 5 calendar days after the issuance of the NTP to the Contractor. MHBE will provide a copy of the Incumbent Contractor's draft Transition-Out Plan to the Contractor on or before this meeting.

Establish a Transition-In Plan:

The Contractor will have up to 90 calendar days for complete verification and transfer of all operations, control, processes and data from the Incumbent Contractor. The plan shall describe transitioning of all operations, and activities specified in RFP Section 3.2, from the Incumbent Contractor to the Contractor in accordance with the time periods outlined in the RFP Section 3.2.2.2 - Deliverables. The Contractor shall work with MHBE and the Incumbent Contractor to identify and plan for the continuation and completion of all outstanding tasks. The plan shall include identification of all tasks, assumptions, clear delineation of responsibilities, level of effort to complete each task, timelines for task completion, and the labor categories required to perform the work.

Transition-In Execution:

At the kickoff meeting, the Contractor shall be provided with the Incumbent Contractor's final transition plan, if not previously provided. The Contractor shall use this as the basis for development of the final Transition-In plan. The Contractor shall submit the final Transition-In plan within 10 calendar days following the issuance of the NTP. The plan can be submitted in a progressive elaboration fashion, with the upcoming 3 weeks of activities

elaborated in detail. The Contractor's resources that will carry out the telephony and IVR operation activities required in the RFP shall also be included in the transition process.

The Transition-In Plan shall address the following:

- a. Contractor transition team staff (must include the leadership staff that will support the contract beyond transition).
- b. Communication between the Contractor, Incumbent Contractor and MHBE.
- c. Transfer of knowledge, including practices and processes from the Incumbent Contractor to the Contractor staff regarding CSR work instructions and CRM utilization.
- d. Establishment of connectivity with MHBE networks.
- e. Establishment of operational readiness across the service center.
- f. Demonstrating operational readiness and support of all operational requirements under scope.
- g. Transferring MHBE assets from Incumbent Contractor's location to the Contractor, if applicable.
- h. Establishment of all telephony, ACD and IVR connectivity and operational readiness.
- i. Hiring, training and readiness of all staff by go live date.
- j. Status reports and meetings.
- k. Other matters deemed important for the Transition-In process that may be identified during the kick-off meeting.

The Contractor, during the course of the Transition-In period shall:

- a. Demonstrate an understanding of the operational activities necessary to stand up the Consolidated Services Center.
- b. Have the ability to independently provide operational support with minimal external assistance.
- c. Demonstrate technical skills to identify issues and provide root cause analysis for day-to-day operational issues resolution.

Transition-In 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.

- 2) Attachment E with addition of row 18 for Transition Costs and Language explaining Transition Costs in row 23. Please see documents for Attachment E in both PDF and Excel formats.**