

Maryland Health Benefit Exchange
MHBE Fulfillment Service RFP-BPM028625 -FY23
Summary Preproposal Conference
March 30, 2022 – 1:00 PM

Tony Armiger started the Preproposal Conference by introducing himself as the Procurement Officer on this Solicitation. He also introduced MHBE's Tracey Gamble as MHBE's new Procurement Officer. After starting, Heather Forsyth introduced herself as the Director of Consumer Assistance, Eligibility Policy & Business Integration. Other members of the MHBE team were introduced. These included: 1) LeeAnn Sapp, Program Manager, Consolidated Services Center; 2) Daniela Nocar, Procurement Officer I; and 3) Greg Yaculak, Deputy CIO & Chief Information Security Officer.

Tony Armiger reviewed the General Procurement Information from the RFP Key information Sheet from Page 2 of the RFP. He also noted that all communications should be sent to hix.procurement@maryland.gov. Also reviewed was the method of submission, also in the RFP Key Information sheet using the Sharefile link. The solicitation is posted both on the MHBE website and eMMA, (eMaryland Marketplace Advantage). eMMA is only used to post the RFP and nothing else. Do not send any items (Proposals, questions, etc.) regarding this solicitation to eMMA.

The Contract Monitor, LeeAnn Sapp then reviewed the highlights for Statement of Work for this Solicitation. Some of the items mentioned were: 1) Outbound Notice Production; 2) the printing and mailing of: a) 1095 A and 1095 B's; b) Voter Registration Cards; c) Medicaid cards production and Brochures; 3) inbound document scanning; 4) Adhoc printing and Mailing; 5) FTI (Federal Tax Information) Certification; 6) Postage will be a pass through and not marked up.

Questions:

- 1) Are print sets embedded in document? **Answer: No, but the appendices include 12 documents.**
- 2) When does Contract start? **Answer: July 1, 2022, is the Start date**
- 3) When will MHBE award. **Answer: May 16, 2022, but the Offeror will know ahead of time.**
- 4) On the documents are pages 8 ½ by 11. **Answer: Most but not all. Medicaid Cards and other items are not 8 ½ by 11**
- 5) What does page mean. **Answer: One page is two-sided front and back and is counted as two pages.**
- 6) Medicaid Cards? **Answer – We will supply stock for Cards, and they are heavy paper.**
- 7) Are documents personalized and if yes throughout the document. **Answer: yes, and only name and address. The notices will be sent all set from MHBE, and the Offeror will print and mail. Most do not include merge. An exception to the merging will be Adhoc mail. The bulk of the notices are system generated notices.**
- 8) Does the printing use color or black and white? **All outbound notices are black and white, with exception to Medicaid Age-Out notices. Occasionally Ad Hoc notices will use color.**
- 9) Are there samples. **Yes, and we have posted and will post to the website.**

- 10) Are booklets stitched. Is 16-page document a letter or booklet. **Answer: Pages, no booklet and no stitching.**
- 11) What is the turnaround time? **Answer - 2 Business Days to get it out. Overnight batches will be sent in the morning by secure file transfer process**
- 12) What is the reporting. **Answer: There would be an expected annual audit. If any breaches, report to MHBE and do a risk assessment.**
- 13) What are the Scan requirements? **Answer 200 DPI Bi-tonal, Black and White**
- 14) What are examples of documents that need to be scanned. **Answer: Driver's License, Tax returns, pay stubs, passports, green cards, and letters sent by consumers are among the types of items scanned.**
- 15) What is the Budget amount for the Contract over the past three years? **Answer: The Board approved Budget was: 1) Fiscal Year 20 - \$ 3,000,000; 2) Fiscal Year 21 - \$ 3,100,000; and 3) Fiscal Year 22 - \$ 3,500,000**

At the End of questions Tony Armiger reviewed the proposal format and submission requirements that are in Section 4 of the RFP.

LeeAnn Sapp reviewed the Offeror Minimum Requirements that are listed in Section 2 of the RFP.

No more questions and the Preproposal conference was adjourned.