

**MHBE Consolidated Services Center (Solicitation#: BPM028490)
Questions – Responses 2**

Question Number	RFP Page Number	RFP Section Reference Number	
1	3	4.3	Is there a limit to the size of files that can be emailed? File size is limited to 2 gb. If your file exceeds 2 gb, split the file and send it as 1 of 2 and 2 of 2.
2	8	1.0	4 th paragraph: "...alternative approaches...": how will alternative approaches be factored into the technical scoring? The State prefers an Offeror's response to work requirements in the RFP that illustrates a comprehensive understanding of work requirements and mastery of the subject matter, including an explanation of how the work will be done. As long as the alternative approach demonstrates a comprehensive understanding of work requirements and mastery of the subject matter, an alternative approach will not be scored lower than a response that uses the approach suggested in the RFP.
3	90	4.4.2.1 and 4.4.2.2	If a claim of confidentiality is inserted before the table of contents, the Table of Contents would then come after Tab A-1 and not come after the Title Page. Is it acceptable for the Table of Contents to be part of Tab A-1? Yes.
4	88	4.1, A	Can the State please provide directions on how to submit the proposal response to the procurement contact via the State's SharePoint site referenced. When accessing the site on 3/15, there appears to be no functionality/button/option for composing/sending an email with the proposal response as instructed to the procurement contact. Instructions will be posted March 30 for how to use the SharePoint site.
5	91	4.4.2.5 and Section 2.1	Section 4.4.2.5 indicates that the Offeror must submit under Tab D "any Minimum Qualifications documentation that may be required, as set forth in Section 2 Offeror Minimum Qualifications." Section 2.1 of the RFP details that the Offeror must provide references "...or combination of references who can attest to the Offeror's above experience...". Then, p. 93 of the RFP states references must be provided under Tab H. Can the State clarify if references should be provided under Tab D or Tab H or in both places? References are to be listed only in Tab H.
6	18	1.9	To enable offerors the ability to thoughtfully integrate and reflect the State's answers to questions into their proposals and pricing approach, offerors will need all State answers to questions by end of day April 1. To accomplish this, can the State move the question deadline from March 31 to March 25? In addition, can the State commit to answering all questions submitted by end of day April 1? The question deadline will not be changed, but we'll answer all questions submitted by the end of the day on April 1, 2022.

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

7	11	1.2	Under abbreviations and definitions, Go Live Date and Notice To Proceed (NTP): please confirm that the Go Live is expected to be 90 days after NTP, and therefore part of the way into year 1 of the contract base period. Yes .
8	96	5.2.2	Offeror Qualifications: Can HBE specify the types of qualifications that are considered relevant? Does the vendor need to have state-based exchange and enrollment broker experience to be considered qualified? The highest level of qualifications would be a vendor with state-based exchange or enrollment broker experience, but a vendor may also meet the relevant qualifications if it has successfully partnered with government entities on projects involving other social service programs and enrollment efforts.
9	93	4.4.2.9	Offeror Qualification and Capabilities: Can HBE define what types of engagements would be considered “similar projects and/or services.” (e.g., state projects that involve customer service for a state based exchange and/or Medicaid Enrollment Broker program) Similar projects and/or services would include any Social service program enrollment projects for government entities.

10	93	4.4.2.10	References: should the references cited be able to document the offeror providing services specific to state based exchange operations and/or Medicaid enrollment broker services? Yes; when applicable to the vendor's experience.
11	93	4.4.2.9	Please clarify what is meant by “resolving billing errors” – does this relate to billing/invoicing for contracted services? Yes; this is referring to billing for services.
12	N/A	N/A	Is there an estimated contract value allocated to this project? No, the value will be determined from among the offers submitted.
13	31	1.3.5	<p>Please confirm that because the Enrollment Broker functions will be incorporated into the responsibilities of the CSC, all bidders must meet the conflict of interest provisions detailed in 42 USC § 1396b(4); 42 C.F.R. 438.10, specifically that: <i>“An enrollment broker and its subcontractors are not considered free from conflict of interest “if any person who is the owner, employee, or consultant of the broker or subcontractor or has any contract with them (i) Has any direct or indirect financial interest in any entity or health care provider that furnishes services in the State in which the broker or subcontractor provider enrollment services...”</i></p> <p>See 42 CFR 438.810(b)(2) Yes, all bidders must comply with the conflict of interest provisions detailed in 42 CFR 438.810(b)(2).</p>

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

14	Attachment E	Cells B14:F14	These cells contain the formula being used to calculate the total price for the per-call portion of the proposal. The formula only takes the Tier I price into account, i.e., the Tier II and Live Chat pricing is ignored. Is this intentional? If not, please specify the anticipated monthly volumes for Tiers I, II, and Live Chat. If this is intentional, please note that it may result in unrealistic pricing as it provides offerors with the opportunity to shift cost and fee into the unevaluated line items. The Attachment E has been updated to better incorporate Tiers I and II and Live Chat interactions.
15	Attachment E	Cell B14	Please note that for Year I, the formula for evaluated pricing is for 12 months; however, the first 90 days is transition-in/implementation. Should the Year 1 price be for 9 months only? The year 1 price should be for 12 months.
16	38	3.2	Can MHBE supply Call Type, Handle Time, Volume Chart for the entire year of 2021 as certain Call type volumes vary throughout the year. The chart has been updated to include Jan - Dec 2021 data and is attached.
17	48	3.2.1.10	Is the MHBE provided exam different from the current MD Insurance exam, given to insurance brokers and other insurance professionals dealing with ACA plans, that needs to have a 3 rd party proctor in attendance? Yes
18	38	3.2	Can the state supply the volume of calls broken out by Tier 1 and Tier 2 calls offered, so vendors can supply adequate staffing? The first table on page 38 provides volumes and handle times by call type for the period July 2021 to December 2021 intended for the purpose of estimating staff required in Tiers I and II – Section 3.2.1.2 describes the calls to be routed to Tier I and Tier II.
19	13	1.2	Can MHBE clarify the Open Enrollment period as it appears as November, December and January in this section however in other sections there are other time periods quoted? Open Enrollment periods are subject to change based on Federal guidance each year. November 1 - Jan 15 should be the universal reference through the SOW. Please note that we have experienced shorter and longer Open Enrollment periods over the past nine years.
20	40	3.2.1.2	Does the Maryland living wage apply to this contract as it is projected to go over \$15.00/hr in 2022. At a minimum, Vendors must pay the higher of the State minimum wage or the minimum Living Wage rate established for the applicable Tier area. See https://www.dllr.state.md.us/labor/prev/livingwagefaqs.shtml and https://www.dllr.state.md.us/labor/wages/minimumwagelaw.pdf

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

21	54	3.2.1.20	In this section there is a requirement for screen and voice recording. However on page 56 there is a requirement for 100% of voice and data to be recorded. Can MHBE clarify what the requirement is and if screen recording is required how long do these recordings need to be retained? An amended Section 3.2.1.20 replaces Section 3.2.1.20 on RFP pages 54-57.
22	40-41	3.2.1.2	What reporting will be required from MHBE regarding the pay rate? Agreements from staffing vendors and/or payroll documentation on a periodic basis will be used to validate pay rates.
23	50	3.2.1.12	Can MHBE clarify the minimum number of bilingual CSRs required. On this page the minimum is listed as 35 however on page 70, 3.4.6.13 the minimum is listed as 45 and on page 76, 3.4.6.10, the minimum is listed as 30 bilingual CSRs. The vendor should maintain 45 or more bilingual CSRs on staff through the year, the vendor should not allow the number of bilingual CSRs to fall below 30 for longer than one month.
24	47	3.2.1.8	Can MHBE outline if the transfers to the Brokers are “cold transfers” or is the requirement for a “warm transfer” Also can MHBE outline what is meant by “telephony connection” to the Brokers? Transferred calls are conducted through warm transfer by a CSR. ‘Telephony connection’ refers to the means by which the vendor can temporarily connect Brokers to be assigned to a call queue to receive warm transfers from CSRs.
25	44	3.2.1.2	What is the Average Handle Time for “Choice Counseling” calls, part of Enrollment Broker Activities? Are these calls considered Tier 1 or Tier 2 Calls? Also, what % of the overall calls will be “Choice Counseling” calls? If your term, ‘choice counseling’ refers to assisting with MCO Selection, the average handle time is 7-10 minutes as cited in the table on page 38. Utilize the volumes cited to determine %.
26	50	3.2.1.12	With regard to bilingual CSR's, does MHBE have a preference as to the number of Tier I vs. Tier II bilingual CSR's? Or is that up to the discretion of each vendor? The vendor should use their discretion and expertise in determining the appropriate balance of skilled staff across Tiers I and II. Applications and enrollments for Spanish speaking consumers will be best managed by skilled bilingual CSRs vs. third party interpreter services.
27	78	3.7	Are current employees in Key Positions, previously approved by MHBE acceptable? Yes

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

28	43	3.2.1.2	<p>The language in this section appears to reflect Service Level Agreements. We assume MHBE means the following:</p> <p>Tier I Service Level SLA -</p> <ul style="list-style-type: none"> • Non-Open Enrollment. Answer 80% of Tier 1 Calls with no longer than a 3 minute (180sec) wait time, with wait time defined as the time elapsed between a call being initially answered by an Automated Call Distribution (ACD) System and a response by a live operator to a caller's inquiry. • Open Enrollment. Answer 80% of Tier 1 Calls with no longer than a 6 minute (360sec) wait time, with wait time defined as the time elapsed between a call being initially answered by an Automated Call Distribution (ACD) System and a response by a live operator to a caller's inquiry. <p>Assumption is correct.</p>
29	44	3.2.1.2	<p>The language in this section appears to reflect Service Level Agreements. We assume MHBE means the following:</p> <p>Tier II Service Level SLA -</p>
			<ul style="list-style-type: none"> • Non-Open Enrollment. Answer 80% of Tier II Calls with no longer than a 10 minute wait time, with wait time defined as the time elapsed between a call being initially answered by an Automated Call Distribution (ACD) System and a response by a live operator to a caller's inquiry. • Open Enrollment. Answer 80% of Tier II Calls with no longer than a 30 minute wait time, with wait time defined as the time elapsed between a call being initially answered by an Automated Call Distribution (ACD) System and a response by a live operator to a caller's inquiry. <p>Assumption is correct.</p>

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

30	44	3.2.1.2	<p>Regarding Tier II Service Level SLA, we request clear wording that reflects industry norms for a Service Level Requirement as follows: “80% of Tier II Calls shall be answered in less than 30 minutes, measured on a monthly basis.”</p> <p>We understand this to be a new requirement; however, 30 minutes is a significantly longer call answer/wait period for Tier II calls compared to 6 minutes specified for Tier I calls during open enrollment. Such a long wait time can lead to understaffing and high occupancy of Tier II resources. High occupancy of Tier II resources may result in high absenteeism and attrition during open enrollment. We request that MHBE consider making it an aspirational objective to tighten this service level requirement in the future, and make this subject to negotiation to enable offerors to revisit Tier II pricing if the SLA is tightened. We provided the longer SLA for Tier II calls with the expectation that handling times for these calls would be significantly longer than for Tier II and thus the tolerance for longer wait times is expected. Vendor should expect to manage and staff Tier II to accommodate longer handling times.</p>						
32	37	3.2	<p>There is a difference in monthly call volume provided in section 3.2 – scope of work on page 37 and page 38. The chart on page-37 depicts monthly call volumes offered year over year. The chart on page 38 depicts categories of call types, approximate handle time and volumes for the past six month period. The table below compares the volume provided in both charts and shows the difference in volume. Can the State provide a clarification for this difference? The chart on page 37 reflects total call data captured from the incumbent Vendors system reporting. The chart on page 38 is a snapshot of call types as categorized by CSRs in MHBE’s CRM that is not to be correlated directly to the overall call data on page 37.</p> <p style="text-align: center;"><u>Monthly call volume (Section 3.2)- scope of work</u></p> <p style="text-align: center;"><u>Month Page -37 Page - 38 Delta</u></p> <p style="text-align: center;"><u>Jul-21 59,231 51,830 -7,401</u></p> <p style="text-align: center;"><u>Aug-21 80,750 57,218 -23,532</u></p> <p style="text-align: center;"><u>Sep-21 69,433 49,913 -19,520</u></p> <p style="text-align: center;"><u>Oct-21 62,154 50,828 -11,326</u></p> <p style="text-align: center;"><u>Nov-21 78,113 69,250 -8,863</u></p>						
			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%; text-align: center;"><u>Dec-21</u></td> <td style="width: 15%; text-align: center;">100,170</td> <td style="width: 15%; text-align: center;">86,237</td> <td style="width: 15%; text-align: center;">-13,933</td> <td style="width: 15%;"></td> </tr> </table>		<u>Dec-21</u>	100,170	86,237	-13,933	
	<u>Dec-21</u>	100,170	86,237	-13,933					
33	45	3.2.1.6	<p>Does the special projects team fall into the Tier II description of agents or are they considered a higher tier (i.e. Tier III)? They are not necessarily higher, but they are different. The special projects team needs a specific skill set to resolve escalations</p>						

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 2

			that is higher than Tier I and commensurate with Tier II.
34	78	3.7	<p>The RFP requires an Associate's Degree to hold a Tier 2 Call Center Position: Can we assume the spirit of having a Level 2 representative is to allow for career development and opportunity for quality/ skilled call center representatives? Yes, in part, but also to meet the expectation that this position must possess advanced communication and judgment skills. Would the State consider years of experience in lieu of an Associate's degree, allowing for internal growth and opportunity for line staff? Yes, years of experience combined with quality ratings.. Can we assume incumbents in positions requiring an Associate's Degree in the new contract, who currently do not hold an Associate's Degree, will be able to continue their role without the expectation that they be removed from their current role due to education requirement? Yes</p>