

Maryland Health Benefit Exchange
 MHBE Consolidated Service Center - Solicitation No. BPM028490
 Questions – Responses # 5

SOLICITATION QUESTIONS

1	Attachment A – Contract		Beginning with item #24, the numbering in Att A – Contract is inconsistent. Can the State please confirm there are no missing any clauses? MHBE will post an Amendment for Attachment A with corrected numbered Sections..
2	3.1	35	Please describe the social media response support for which the awardee will be responsible. Currently we have two members of the special projects team assigned to monitor and respond to the MHC social media channels (Facebook, Twitter). They are responding to general questions as well as specific personal account related questions as they would respond to a phone inquiry.
3	3.2 Scope of Work – Monthly Call Volume Chart	37	It appears the volumes listed in columns Medicaid Calls, QHP Calls, and total Spanish Call Volume are a subset of the Calls Offered/Calls Handled Columns on the left. Can the State please confirm that this is correct and the volumes in these columns do not need to be added to the Calls Offered/Calls Handled columns? Yes; specified call types are a subset of the calls offered.
4	3.2.1.2	40-41	Are the minimum pay rates for Tier I and Tier II consistent with the incumbent’s current rates for those positions? The minimum pay rates are not currently in place.
5	3.2.1.	45	Consumer Assistance Worker (CAW) is defined as a CSR. Are these individuals considered as Tier II for pay rate purposes? The term CAW is used when referencing other workers that support MHC such as Producers, Navigators and Application Counselors. CSRs support the CAWs with case inquiries and escalations.
6	3.2.1.14 and 3.2.1.15	51	The solicitation references an openness to remote solutions in 3.2.1.14, but then requires bidders to provide facilities in 3.2.1.15. Can the State confirm that no facilities are required if a bidder proposes a fully remote solution? Response: Yes. Bidders who are proposing a fully remote solution should provide details on how they will effectively train, nest, supervise, and provide quality control in a fully remote environment.
7	3.2.1.20 Technology	54	To reduce risk of equipment availability with the current supply chain issues, would the State consider removing the workstation minimum specifications that are indicated in this section? We will ensure our employees have the appropriate workstation technology to perform their job duties, but it may require allowing subtle differences in processor hardware and/or disk space (as an example). Response: The state will allow the contractor to submit a workstation specification plan versus meeting the minimum requirement that is

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			<p>different from the minimum specifications. Furthermore, we understand that Intel is not the only manufacturer of processors, and there is a shortage, however, the contractor may run at risk if in our opinion the proposed specification or strategy to this section is not adequate or clearly stated. Simply stating that “We will ensure our employees have the appropriate workstation technology to perform their job duties” will not meet the requirement.</p>
8.	3.2.2.2	58	<p>Given that this is a Fixed Monthly Costs/Fixed Unit Cost contract will the State please consider removing this requirement? <i>“For each job classification – CSR, SME, supervisor, team lead, etc. as described in Section 3.2.1, the Contractor shall provide the actual hours worked for the measurement period ”</i> Response: Yes</p>
9.	3.5 a.c	71	<p>This section states “The damage figures listed below in RFP Section 3.5.5 represent a good faith effort to quantify the range of harm that could reasonably be anticipated at the time of the making of the Contract and such liquidated damages are not considered a penalty.”</p> <p>While the statement references Section 3.5.5, there is no such section in the document. Can the State please provide the missing section? Response: The reference should cite 3.5.4</p>
10.	4.2 Proposals	89	<p>Given that proposals are to be submitted electronically, without physical tabs, how would the government prefer bidders address the requirement for tabs? The offeror should use an “Active Table of Contents” in the absence of the ability to use tabs..</p>
11.	6	106	<p>The Telephone Consumer Protection Act (TCPA) protects the public from receiving unwanted calls. Can the MDHBE confirm that individuals that will be receiving the outbound calls from the CSC will have previously provided permission to be called? Response: Outbound calls are all made in response to a contact initiated by the consumer.</p>
12.	A1c_Attachment E Price Proposal		<p>In the pricing sheet, where and how should bidders account for transition costs? See Response from Q&A 3. Transition costs will be addressed at the Pre-Proposal Conference and, if necessary, a new Attachment E will be sent after the Pre-Proposal Conference.</p>
13.	A1c_Attachment E Price Proposal	Row 15	<p>In row 15, it indicates the estimated total per year should be based on 3,000 average live chats per month. Then below there is a formula that indicates (Unit Cost * 12 * 36,000). Could you confirm that the formula should be (Unit Cost * 12 * 3,000)? Response: Yes; 3,000 chats per month should be utilized in the formula. An updated Attachment E will be posted after the Pre-Proposal Conference.</p>

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14			Is there an incumbent for this contract? If so, may we request the name of the firm? Response: The incumbent is Maximus Health South.
15			Would MHBE like a fully redacted copy of the proposal or should confidential material only be noted in Tab A-1? Both. See RFP Sections 4.1.B.3 and 4.2.1
16			May a proposer use references from its subcontractors to meet the reference requirement outlined in Section 4.4.2.10? A proposer may use any reference that they want. However please note that the subcontractor is not independent and that the reference may be diminished in the eyes of the evaluators.
17			May prior experience of a proposer's subcontractors be used to meet the minimum qualification and reference requirements outlined in Section 2.1? No, the subcontractor's experience does not count for the primary offeror.