

MHBE Consolidated Services Center (Solicitation#: BPM028490)

Questions – Responses 9

Additional Questions Submitted			
Question Number	RFP Page Number	RFP Section Reference Number	Maximus Question
1	54 - 57	RFP 3.2.1.20 (as amended)	RFP 3.2.1.20 (as amended) states, “The Contractor will provide the capability to record 100% of all calls and screens viewed (i.e.: chat).”
		Q&A #3, Question # 24	Recording all screens viewed requires a large amount of storage versus recording the audio portion of a call. Would the State agree to recording and retaining the call recordings for 10 years and retaining the Screen recording for 90 days as this will result in a lower overall cost to the MHBE? The MHBE will require 10-year retention for call recordings and 180 days retention for screen recordings.
2	51	RFP 3.2.1.14 and 3.2.1.15	In the most recent Q&A Response, the State states that “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.” However, guidance in 3.2.15 requires on-site workspace for up to 6 Maryland State employees. Please confirm that the guidance provided by the Q&A for the RFP 3.2.15 requirement supersedes the actual RFP 3.2.15 requirement and vendors are not required to provide office space for State workers. The guidance described in 3.2.1.15 still stands for a vendor that offers a hybrid or full-time in office solution.
		Q&A #5, Question #6	
Questions received 4/7/2022			On page 95 the RFP indicates the criteria to be used to evaluate each Technical Proposal are listed below in descending order of importance. Can you provide the weight for each criteria of the technical proposal? The criteria cited on page 95 is not weighted.

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Question - Good morning. Would MHBE please clarify your response to the vendor question from Q7, #8? Would July 1, 2022, be (a) the estimated notice to proceed date, (b) estimated contract start execution date, or (c) the go-live date - when agents would begin to take calls on behalf of the program? Thank you in advance for the clarification. **Answer - July 1 is the start date of the contract. MHBE expects the estimated notice to proceed would be issued prior to July 1, and that execution of the contract should be completed prior to July 1. There is a 90 day transition period in the event the new vendor is not the incumbent, so the date agents begin to take live calls is within that transition period.**

Question - What was the annual and over value of the awarded project last time? **Answer – There was no over under in the last Contract. However, the MHBE Board of Trustees did approve the following NTE (Not to Exceed) amounts:**

State Fiscal Year 2020 NTE amount (July 1, 2019 through June 30, 2020) - \$ 17,340,000

State Fiscal Year 2021 NTE amount (July 1, 2020 through June 30, 2021) - \$ 16,905,633

State Fiscal Year 2020 NTE amount (July 1, 2021 through June 30, 2022) - \$ 14,080,469

Question - Do Tier 1 or Tier 2 agents need to be licensed in the state of Maryland? **Answer - Customer Service Representatives are not insurance agents subject to licensure. They do, however, need to complete training and testing prior to assisting consumers with application and enrollment. Applicants who complete requirements are issued a permit. See Md. Ins. Reg. 31-113.1.**

The Exchange shall issue an Individual Exchange enrollment permit to each applicant who meets the requirements of this paragraph.

(ii) To qualify for an Individual Exchange enrollment permit, an applicant:

- 1. shall be of good character and trustworthy;**
- 2. shall be at least 18 years old;**
- 3. shall be engaged by, and receive compensation only through, the CSC;**
- 4. may not receive any compensation, directly or indirectly, from:**
 - A. a carrier, an insurance producer, or a third-party administrator in connection with the enrollment of a qualified individual in a qualified health plan; or**
 - B. a managed care organization that participates in the Maryland Medical Assistance Program in connection with the enrollment of an individual in the Maryland Medical Assistance Program or the Maryland Children's Health Program; and**
- 5. shall complete, and comply with any ongoing requirements of, the training program established under § 31-113(k) of this subtitle.**