



Questions and Answers No. 1
Request for Proposal MDM0031030513
MHBE Consolidated Service Center RFP
February 24, 2017

Ladies/Gentlemen: This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. Nothing in MHBE's response to these questions is to be construed as agreement to or acceptance by the MHBE of any statement or interpretation on the part of the Offeror.

1. Question: MHBE did not provide call volumes and Average Handle Time for Medicaid Enrollment Choice Counseling, Primary Care Provider selection and Health Service Needs Information, if this work will be part of the contract, what volumes and AHT does the Exchange project for this scope of work? (RFP pg. 32 Section 3.2.1.2)

RESPONSE: The average # of calls received per month for Medicaid Enrollment Choice Counseling is 21,000. The average call handle time is 7 minutes.

2. Question: Given that the CSC handles calls from Producers, Navigators, etc., will MHBE provide volumes and handle times for those calls? (RFP pg. 34 Section 3.2.1.4)

RESPONSE: During non-open enrollment, the Producer Support line volume averages 600 calls per month, with an average handle time of 10:41 minutes. During this past Open Enrollment period the volume averaged 2,700 calls per month with an average handle time of 11:15 minutes. Navigators do not have a support line. Navigators email directly to our CRM for auto generation of an escalated incident to be worked by internal escalations CSRs. CAC support line averaged 193 calls per month during OE4 with an average handle time of 9:30 minutes.

3. Question: Does MHBE have a scoring criteria (e.g., 60% weighting for technical and 40% weighting for price)? (RFP pg. 76 Section 5)

RESPONSE: MHBE will not utilize weighted percentages for scoring, however, please note that per RFP Section 5.4.3 "...technical factors will receive greater weight than financial factors."

4. Question: Can MHBE provide volume and handle time projections for internal escalation tasks and social media replies in order to help vendors account for the work performed by these groups? (RFP pg. 34, Sections 3.2.1.5 & 3.2.1.6)

RESPONSE: The MHBE currently receives an average of 60 social media inquiries per week during the open enrollment period, and an average of 25 social media inquiries per week during the non-open enrollment period. During OE4, approximately 7% of calls handled resulted in internal escalation tasks. During non-enrollment, internal escalation tasks are approximately 3% of calls handled. While handle time of escalation tasks can vary, an average of 25-30 tasks can be handled per day per staff member.



5. Question: Will the Medicaid Enrollment Choice Counseling, PCP selection and HSNI be handled through the HBX system or will the vendor be required to provide a system and web portal to support Medicaid MCO Enrollment, PCP selection and HSNI results? (RFP pg. 30))

RESPONSE: The Medicaid Enrollment Choice Counseling, PCP selection and HSNI completion will be handled through the HBX system.

6. Question: Will MHBE consider modifying the Bachelor's Degree requirements in this section to be "preferred" rather than "required" if the vendor can prove that staff have comparable experience that meets the associated requirements? (RFP pg. 62 Section 3.7)

RESPONSE: MHBE has amended, with Amendment 2, the requirements for Operations Manager and Quality Assurance Manager. All other requirements remain unchanged.

7. Question: Does the facility need to be located a certain distance from MHBE offices for easy coordination? (RFP pg. 37 Section 3.2.1.12)

RESPONSE: There is no formal requirement for facility location. The facility location will be mutually agreed upon between the MHBE and the contractor.

8. Question: Has a budget been allocated for this project? Is there an estimated contract value available?

Response: The FY 2017 approved budget allocation for the Consolidated Service Center is \$24,106,000.00

9. Question: What is the current contract's expiration date?

Response: The current Consolidated Service Center Contract expires on December 31, 2017.

10. Question: Was the 10% MBE Goal a new requirement for this RFP or was it already a requirement for the incumbent contract also?

Response: The previous Consolidated Service Center RFP had a 25% MBE subcontracting goal.

11. Question: Would the MHBE be willing to extend the due date of the RFP?

Response: Per Amendment 2, MHBE has extended the due date to March 22, 2017.

Date Issued: February 24, 2017
Michelle Compton
Procurement Officer