

Response to:

## MHBE Consolidated Service Center

Prepared for:

Maryland Health Benefit Exchange

# MAXIMUS®

**BAFO** VOLUME II - Financial Proposal

Solicitation No. MDM0031030513

June 1, 2017



## Tab A-1. Claim of Confidentiality

RFP Section 4.4.2.2, Page 71; 1.14, Page 15

In accordance with RFP Section 1.14: Public Information Act Notice and Section 4.4.2.2: Claim of Confidentiality, MAXIMUS is submitting an electronic version of Volume I-Technical Proposal in searchable Adobe .pdf format for Public Information Act (PIA) requests. This copy is redacted so that confidential and/or proprietary information has been removed.

MAXIMUS requests non-disclosure of certain pages of our Technical Proposal under the Public Information Act as stated in Maryland Annotated Code, State Government Article, Title 10, Subtitle 6.17(d), which states:

*A custodian shall deny inspection of the part of a public record that contains any of the following information provided by or obtained from any person or governmental unit:*

1. *A trade secret*
2. *Confidential commercial information*
3. *Confidential financial information*

In an effort to provide a complete MHBE Consolidated Service Center (CSC) proposal that demonstrates our excellent value to MHBE, MAXIMUS has provided detail with a level of transparency that would give our competitors a significant advantage if they had access to this proprietary information. In the interest of fostering competition, and thus lowest costs, in this as well as future procurements, MAXIMUS requests that the information noted in the table below be rendered confidential and not disclosed to third-party inquiries.

We have identified information in our Technical Proposal that we believe to be trade secrets and confidential commercial and financial information in accordance with GP § 4-335 which prevents the disclosure of trade secrets, confidential commercial or financial information, and confidential geological or geophysical information, if that information is furnished by or obtained from any person or governmental unit. (Also see 5 U.S.C. § 552(b)(4) (protecting “[t]rade secrets and commercial or financial information obtained from a person and privileged or confidential”). In the table below, we list these claims of confidentiality by page and section number.

Page Number	Section Number	Confidential Information	Rationale
C-3	C.	DecisionPoint BI Reporting and Analytics	Trade Secret
C-6	C.	Performance data	Confidential Commercial Information
C-9 – C-10	C.	DecisionPoint BI Reporting and Analytics	Trade Secret
D-4	D.3	DecisionPoint BI Reporting and Analytics	Trade Secret

Page Number	Section Number	Confidential Information	Rationale
E-3	E.1	Exhibit E.1-1: MAXMUS Solution for MHBE	Confidential Commercial Information
E-5	E.1	DecisionPoint BI Reporting and Analytics	Trade Secret
E-14	E.1.1.2	Exhibit E.1.1-5: MAXIMUS CSR Performance Target Factors	Confidential Commercial Information
E-17	E.1.1.2	Exhibit E.1.1-7: Staff Titles and Allocations	Confidential Commercial Information
E-19	E.1.1.2	Performance data	Confidential Commercial Information
E-20	E.1.1.2	Performance data	Confidential Commercial Information
E-31	E.1.1.7	DecisionPoint BI Reporting and Analytics	Trade Secret
E-47 – E-51	E.1.1.11	DecisionPoint BI Reporting and Analytics	Trade Secret
E-78 – E-81	E.2.1.13	Exhibit E.2.1-3: Preliminary Transition-In Gantt Chart for MHBE CSC	Confidential Commercial Information
E-91	E.3.2	Exhibit 3.2: approach to Meeting/Exceeding SLAs	Confidential Commercial Information
F-1 – F-2	F.1	Exhibit F.1-1: Staff Titles and Allocations	Confidential Commercial Information
F-4 – F-36	F.1, F.2	Resumes	Confidential Commercial Information
F-44	F.4.1	Performance data	Confidential Commercial Information
F-46 – F-48	F.4.1	Staff descriptions	Confidential Commercial Information
F-49 – F-51	F.4.2	Exhibit F.4.2.-1: Key Personnel Roles	Confidential Commercial Information
H-1-2	H1.-H.4	References and Contact Values	Confidential Commercial Information
I-2 – I-4	I	Exhibit I-1: MAXIMUS Current or Prior Contracts with the State of Maryland	Confidential Commercial Information
M-1	M	Exhibit M-1: MAXIMUS Legal Actions	Confidential Commercial Information
N/A	F	Attachment F: Financial Proposal	Confidential Commercial Information

ATTACHMENT I - FINANCIAL PROPOSAL  
 CONSOLIDATED SERVICE CENTER RFP #MDM0031030513

Description	Monthly Cost Base Term Year 1	Monthly Cost Base Term Year 2	Monthly Cost Option Year 1	Monthly Cost Option Year 2	Monthly Cost Option Year 3
Operational Fixed Fee*					
Total Per Year (Monthly Cost x 12)					
Contract Total - Operational Fixed Fee	\$				
	\$				
Description	Unit Cost Base Term Year 1	Unit Cost Base Term Year 2	Unit Cost Option Year 1	Unit Cost Option Year 2	Unit Cost Option Year 3
Fixed Unit Price per Call**					
Total Per Year (Based off of 80,000 calls per month***) (Unit Cost *12*80,000)					
Contract Total - Fixed Unit Price per Call	\$				
	\$				

<b>Total Evaluated Proposed Price - 5 Years ( Contract Total Operational Fixed Fee + Contract Total Fixed Unit Price per Call)</b>	
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\* Operational Fixed Fee - A monthly payment for fixed and pass-through costs. Fixed costs to include facilities, infrastructure, equipment, security system monitoring, and key staff. Pass-through costs to include telephony line, circuit usage, telephony system and platform costs, workforce management and reporting and quality monitoring software.

\*\* Fixed Unit Price per Call - A fixed cost per handled call to include customer service representatives, team leads, supervisors, management (excluding key staff), internal escalated team members, training, quality assurance, and support staff. Handled call is defined as a call where a CSR and a consumer interact for a period of 30 seconds or more. It does not include dropped calls less than 30 seconds, dead air or abandoned calls. Pricing proposal should assume an average handle time of 15 minutes per call.

\*\*\* Please note this number of calls is for evaluation purposes only and does not represent actual call volume.

Submitted By:

Authorized Signature: Bruce L. Caswell Date: June 1, 2017 28-Mar-17

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To be submitted in Excel and PDF Format