MHBE Consolidated Service Center
Request for Proposals (RFP) #BPM028490
3rd Set of Questions and Responses

Q#	RFP Document	RFP Section	Page #	RFP Language	Comment/Clarification/Question
1	RFP Document	Key Summary Information Sheet	3	Closing Date and Time	Would MHBE consider an extension to April 29, 2022 to the closing date given that interested vendors only have 30 days from the date of issue on March 11, 2023 to develop and submit a comprehensive proposal on April 11, 2022? Extended to April 26, 2022; see Amendment.
2	RFP Document	3.1	35	Social Media Response	Please describe the social media response support process. Is it a vendor solution or part of the State CRM solution? MHBE provides the vendor access to its social media accounts.
3	RFP Document	3.2	37-38	Volume Charts	Are "Calls offered" in the chart into the IVR or offered to a CSR? The chart depicts calls offered into the IVR.
4	RFP Document	3.2	37-38	Volume Charts	Can MHBE provide calls into IVR by month? The chart depicts calls offered into the IVR by month.
5	RFP Document	3.2	37-38	Volume Charts	What % of calls are contained in the IVR? All calls offered in the IVR are directed to a voice CSR with exception to auto-transferred calls to carriers and HealthChoice.
6	RFP Document	3.2	37-38	Volume Charts	What is the AHT for chat interactions? Current AHT for Chat interactions is 9.5 minutes.
7	RFP Document	3.2	37-38	Volume Charts	What is the AHT during open enrollment period for transfers to the Bat Phone? BATPhone transfer handle time is minimal and is not measured. The AHT of the call that results in a BATPhone transfer can vary and likely averages at 11 minutes.
8	RFP Document	3.2	37-38	Volume Charts	Are the Spanish calls offered a subset of the total calls offered or incremental to calls offered? Spanish calls are included in calls offered.
9	RFP Document	3.2	37-38	Volume Charts	What is the trigger to handle a Spanish call internally vs. leveraging the language line? The Trigger can be the IVR prompt chosen by the caller and whether or not the answering CSR is bilingual.
10	RFP Document	3.2	37-38	Volume Charts	Does MHBE anticipate volumes returning to 2019 levels after the conclusion of the Federal Public Health Emergency? No
11	RFP Document	3.2	38	Volume Charts	What is the AHT for produces calls? AHT for producer calls is usually 10 mins 30 secs.
12	RFP Document	3.2	38	Volume Charts	What is the AHT for Application Counselor? AHT for ACs is usually 9 mins.

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13	RFP Document	3.2	38	Volume Charts	Are all of the contacts depicted in the chart for "escalated cases and special project work conducted for the period July 2021-January 2022 included in the total calls handled per month on page The chart on page 37 reflects total call data captured from the 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.
14	RFP Document	3.2.1.2	40	A.) Associates degree required, Bachelor's degree preferred	Would MHBE consider more than 3 years relevant experience in lieu of an Associate's Degree? Yes if experience level is relevant.
15	RFP Document	3.7	78	Staffing Requirements Plan	Can additional comparable years of experience take place of the Bachelor's Degree for the Operations Manager, Quality Manager, Training Manager, and Workforce Manager? Yes if experience level is relevant.
16	RFP Document	3.2.1.2	44	Tier II Call Types typical handle times	What % of the calls are handled by Tier 1 vs. Tier 2. Is there a breakdown available by month and call type? Tier I and Tier II is a new concept that is not currently measured with data..
17	RFP Document	3.2.1.4	45	Consumer Assistance Worker Support	Can MHBE provide more volumes for the Consumer Assistance Worker Support Staff? Up to 24 months if available.
18	RFP Document	3.2.1.5	45	Web-Based Support	Is the contractor responsible for providing any technology for supporting web based support? No; social media will be provided through MHBE accounts and Live Chat will be provided through the MHBE SalesForce CRM.
19	RFP Document	3.2.1.5	45	Web-Based Support	Are there calls related to Web Based Support per the language in the section? This is specific to 'contacts'. However, there are times when it may be appropriate to convert a contact to a call to better support the consumer.
20	RFP Document	3.2.1.6	46	Special Projects Team	What is the total average dedicated FTE of the Special Projects Team? A Supervisor plus 9 FTE currently support the team through the year. Additional FTE may be needed during open enrollment periods due to an increase in volume.
21	RFP Document	3.2.1.8	47	Broker Assisted Transfer	Please confirm that supplier does not need to supply the labor for the 30 Brokers No; Brokers are partners to MHBE; suppliers provide support only.
22	RFP Document	3.2.1.12	50	Culturally and Linguistically appropriate services	There is a discrepancy of how many Bilingual staff between this section and page 3.1 35. This is also listed on page 70 as 45 Which is the correct minimum The

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					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.
23	RFP Document	3.2.1.17	52	Telephony System	Can you please provide your current IVR Call Tree? The IVR Tree is provided in the responses.
24	RFP Document	3.2.1.20	54	Technology	Can the State confirm that only 100% of audio calls must be recorded as indicated in 3.2.1.19? What % of screens viewed are required to be recorded? Is the state indicating that 100% of screens must be recorded including phone calls? Yes; 100% of calls are to be recorded along with the coordinating screen capture for every call. The recordings must be archived for 10 years.
25	RFP Document	3.2.1.20	54	Technology "Fiber Connectivity"	Is fiber only required for carrier MPLS/Internet connectivity or is the expectation that the entire LAN will be fiber? Please disregard this language - An amended Section 3.2.1.20 replaces Section 3.2.1.20 on RFP pages 54-57.
26	RFP Document	3.4.6.3	68	Resolved Calls Billed	What is the definition of Resolved Calls Billed? What is the definition of a repeat caller CRM case? Resolved Calls Billed as Handled are those calls actually handled by a CSR that are greater than 30 seconds. Repeat Caller CRM Case is CRM cases identified by the callers phone number that appears more than once for the same call purpose during the month measured.
27	RFP Document	3.4.6.4	68	Live Chat Service Level	What is the source record for Live Chat Service Levels? Service level data is retrieved from the MHBE live chat dashboard.
28	RFP Document	3.4.6.4	68	Live Chat Service Level: Calculation	In the calculation number of chats picked up/chat handled. What is the definition of "chat picked up" vs. "chats handled"? Chat pick up is equivalent to speed of answer for a call. Chats handled is equivalent to calls handled/resolved.
29	RFP Document	3.4.6.4	68	Live Chat Service Level: Calculation	The calculation listed will output an average number of chats. The SLA is listed in seconds? The SLA expected does not meet the calculation. Number of chats picked up/ total number of chats handled implies # of chats picked up within 60 secs or 120 secs.
30	RFP Document	3.4.6.9	69	Quality of CSR and customer Interaction	How are (POP) calls identified so that a minimum of 6/12 calls are being monitored? The POP attestation should

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					be cited during application-related calls which can be identified by taxonomy in the CRM.
31	RFP Document	3.4.6.12	70	BATPhone	What % of Operational Support Services calls to be monitored and is supplier responsible for monitoring. 100% of BATPhone call data as recorded in the CRM should be reviewed to determine correct use of disposition recording.
32	RFP Document	3.4.6.12			Please provide the current contract including pricing with the incumbent. MHBE will provide the requested information as soon as possible
33	RFP Document	3.4.6.12			With 30 days from issue date to the proposal deadline, will MDHE please consider issuing a 30 day extension? Extension has been issued; see amendment
34	RFP Document	5	95	Technical Proposal Evaluation Criteria	Can MDHE please provide the weighting of the Technical Proposal and Financial Proposal or points assigned for each? Reference Section 5.4.3.- In making the most advantageous Proposal determination, technical factors will receive greater weight than financial factors.
35	RFP Document	3.2	40	Call Volumes	Please advise if calls offered includes calls presented in the IVR All calls offered are presented through the IVR.
36	RFP Document	3.2	40	Call Volumes	Please advise the containment rate of calls in the IVR All calls offered through the IVR are delivered to CSRs with the exception of auto transfer calls to our Carriers and HealthChoice. A table with transfer volumes for the period Jan - Dec 2021 is included with responses.
37	RFP Document	3.2	40	Call Volumes	Please advise the volume of calls abandoned each month The average abandon rate for period Jan - Jul 2021 was 4.5%; the average abandon rate for period Aug - Dec was 15%.
38	RFP Document	3.2	40	Call Volumes	Please advise the call blockage rate by month for November 2019 to January 2022 We do not block calls.
39	RFP Document	3.2	40	Call Volumes	Please confirm that the AHT includes all after call work time The AHT as currently measured does not include after call work; however, it does include a 15 sec wrap up.
40	RFP Document	3.2	41	Call Volumes	Please explain what is meant by MCO manual enrollments? Can you describe the process? A description of the process is included with the responses.

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41	RFP Document	3.2	41	Escalated Volumes	Are the escalated volumes included in the calls offered volume depicted on page 40 or in addition to? Escalated cases result from incoming calls - they are included in calls offered.
42	RFP Document	3.2	41	Escalated Volumes	Please confirm that the escalated volumes are depicted in the calls offered volume depicted on page 40 and require escalation to another unit for additional handling. Escalated cases result from incoming calls - they are included in calls offered and they are tasked to another team to resolve.
43	RFP Document	3.2.1	43	Call Scripts	Can you please provide current MDH MCO call scripts? MCO call scripts are included in responses.
44	RFP Document	3.2.1	43	Attestations	Can you please provide the current attestation scripts? Attestation scripts are included in responses.
45	RFP Document	3.2.1.4	45	Consumer Assistance Worker Support	Please provide the historical volumes for the Consumer Assistance Worker Support calls. Call volume data for the period Jan 2021 - Jan 2022 is included in responses.
46	RFP Document	3.2.1.4	45	Consumer Assistance Worker Support	Please advise if the Consumer Assistance Worker Support call volumes are included in the volumes presented in the table on page 40. No; the CAW volumes are not included in Calls Offered - they come through two unique direct lines. A table of call volume data is provided in these responses.
47	RFP Document	3.2.1.5	45	Web-Based Support	Please advise if the chat volumes presented in the table on page 40 include both the social media and live chat volumes. Social Media volumes is not included in the table.
48	RFP Document	3.2.1.5	45	Web-Based Support	Please advise the social media volumes by month for the period of November 2019 to January 2022. Social Media interactions averaged 82 per month for the period Jan 2021-Dec 2021. We have found the volume is minimal due to enhancements to our website.
49	RFP Document	3.2.1.6	46	Special Projects Team	Please advise if the IRN Outreach volumes are included in the escalation table of volumes presented on page 41 of the RFP. IRN Outreach volumes are very low; averaging 15 per month over the past seven months. IRN outreach needs continue to decrease as a result of MHC system enhancements.
50	RFP Document	3.2.1.6	46	MCO Tracker Cases	Are the 2600 cases handled per month in addition to the manual MCO enrollments depicted on page 40 in the

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					escalated cases table? The MCO Tracker cases are the same as manual MCO enrollments.
51	RFP Document	3.2.1.16	52	IVR - INTERNAL QUESTION	What is meant by "self-service at the edge of the network"? Please disregard this phrase as old terminology. Focus should be on ability to build self-service options and redundancy for business continuity.
52	RFP Document	3.2.1.19	54	Outbound Call Campaigns	Please provide the historical volumes for the Outbound Call Campaigns. We have not conducted outbound call campaigns to date; however, we would like the capability should the opportunity arise.
53	RFP Document	3.2.1.19	54	Outbound Call Campaigns	Please advise if these campaigns allow for immediate transfer to an agent for assistance or are simply outreach messaging campaigns? We have not conducted outbound call campaigns to date; however, we would like the capability should the opportunity arise.
54	RFP Document	3.2.1.19	54	Outbound Call Campaigns	Please advise the volume of outbound call campaigns that result in immediate transfer to an agent if not already included in the inbound call volumes presented on page 40.We have not conducted outbound call campaigns to date; however, we would like the capability should the opportunity arise.
55	RFP Document	3.4.6	67	Service Level Metrics and Measurements	Please advise the measurement time period for each of the SLAs. Are they measured on a monthly, weekly or daily basis for purposes of metric achievement? SLAs are measured as a monthly metric.
56	RFP Document	3.7	78	Staffing Requirements Plan	Can additional comparable years of experience take place of the Bachelor's Degree for the Operations Manager, Quality Manager, Training Manager, and Workforce Manager? Yes with the appropriate relevant experience.
57	RFP Document	3.7	78	Staffing Requirements Plan	Can equivalent experience in Medicaid Eligibility/Enrollment experience replace the required experience in Health Insurance Exchange Operations experience? Yes; with the appropriate relevant experience.
58	RFP Document	4.4.2.7	92	The Offeror shall identify the number and types of staff proposed to be utilized under the Contract.	How does this relate to the staffing requirements discussed in Section 3.1, Scope of work? 4.4.2.7 is asking for details for Key Personnel.
59	RFP Document	1.9	18	Questions are requested to be submitted by 2:00 pm, March 31, 2022	Please advise when vendors can expect to receive answers to questions submitted on March 31, 2022? Reference Section 1.9 - The Procurement Officer, based

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					on the availability of time to research and communicate an answer, will try to provide an answer before the Proposal due date.
60	RFP Document	1.11	18	Proposals, in the form set forth in Section 4.2 "Proposals" must be received by the Procurement Officer at the e-mail address listed on the Key Information Summary Sheet, no later than April 11, 2022, 10:00 AM Local Time in order to be considered.	Can you extend the delivery date for the proposal to April 29, 2022 to allow the vendors to have adequate time to incorporate the responses to written questions into their proposals in order to offer the MHBE a proposal that is most advantageous to the MHBE? Extension to April 26, 2022, see amendment.
61	Attachment E Cost Proposal Template	NA	NA	Fixed Unit Price Per Call	You have provided minimum staffing levels in Section 3, Scope of Work on page 35. Are you expecting all bidders to adhere to those minimum staffing projections when arriving at their fixed unit price per call? Yes
62	Attachment E Cost Proposal Template	NA	NA	Operational Fixed Price	Your definitions of Operational Fixed Price and Fixed Unite Price per Call both exclude Key Staff. How should bidders account for Key staff costs in their Price proposal? Key Personnel should be included in the Operational Fixed Price. The definitions have been updated on Attachment E.
63	Attachment E Cost Proposal Template	NA	NA	Implementation Costs	How do bidders account for implementation costs in their financial proposal? Implementation costs should be included in the Operational fixed fee.
64	Attachment E Cost Proposal Template	5.3	96	Financial Proposal Evaluation Criteria	If implementation costs are expected to be built into operational price and included in the operational price evaluation, how do you plan to neutralize the inherent advantage to the incumbent? Financial factors are not the sole evaluation consideration. Reference Section 5.4.3.- In making the most advantageous Proposal determination, technical factors will receive greater weight than financial factors.
65	Attachment E Cost Proposal Template	General	96	General	Can MHBE please share the current pricing for the incumbent vendor? MHBE will provide the requested information as soon as possible
66	RFP Document	General		General	Can MHBE please share the contract and any amendments or modifications with the incumbent vendor? MHBE will provide the requested information as soon as possible