ID	RFP Section	RFP Section Title	Question	Response
1	3.7	Staffing Requirements/Plan	Can contractors combine key personnel positions to provide efficiency? (ex. Project Director and Account Manager)?	Response: No
2	3.3	Transition Plan	Can MHBE provide the estimated contract award date to assist bidders in developing their transition workplan/schedule?	Response: Mid May
3	3.3	Transition Plan	Would MHBE consider extending the Transition-In Period by 30-45 days to allow contractors sufficient time for technology development, design, and implementation?	Response: No
5	3.2.1.15	Facility	Please clarify if contractors must propose an onsite solution or if a 100% virtual solution is acceptable.	Response: As cited in 3.1, The MHBE will support a work from home or hybrid home/office model contingent on Offeror providing a comprehensive plan for training and oversight of work from home staff. If there is a significant shift in customer service delivery methods as a result of new technologies such that it becomes appropriate to change the method of measuring interactions with consumers, the MHBE may exercise its option to adjust the manner in which compensation is calculated to accommodate the change.
6	3.2.1.2	Customer Service Representative (CSR) staffing and functions	Does the current Tier I and Tier II agents handle the same level of Medicaid inquiries as included in 3.2.1.2 (d,e,l,k) or are these new requirements?	Response: Currently all CSRs handle all call types; Tier I and Tier II levels are new requirements.
7	3.12	Work Hours	Can MHBE verify if the work hours for open enrollment are the same as the non-enrollment period with the exception of adding the Saturday hours?	Response: Hours are extended during open enrollment to include longer weekday and weekend hours.
8	3.12	Work Hours	Over the past three open enrollment periods, how many Saturdays were designated as work days?	Response: Every Saturday during open enrollment
9	3.2.1.11	Workforce Management	Please advise if vendors are to provide a workforce management tool to meet the requirements in 3.2.1.11.	Response: Yes
10	3.2.1.10, f	Training	Please clarify if nesting is 2 weeks for agents who successfully pass the final exam	Response: Yes
11	3.2.2	Deliverables	Can MHBE clarify is the numbering in the table provided in RFP section 3.2.2 Deliverables should be updated to 3.2.2.1, 3.2.2.2, etc.	Response: All references to Deliverables should cite Section 3.2.2.
	3.4.6.3	First Call Resolution	Are you open to calculating FCR through survey or other methods. What is the timeframe on no repeat calls?	Response: Repeat calls are measured within a month. A vendor is welcome to measure with other methods; however, the MHBE FCR calculation is final for SLA measurement purposes.
12	3.4.6.4	Live Chat Service Level	Please clarify the chat service level in section 3.4.6 pg 68? What percentage of chats that need to be picked up <60 during non-open enrollment and percentage of chats that need to be picked up <120 seconds during open erollment?	Response: <60 seconds during non-open enrollment and <120 seconds during open enrollment is the overall average for all chats offered.
13	3.2	Volumetrics	Can MHBE provide the volumes for Escalated Cases, Special Projects, etc. for the same period as the call handling data beyond the 7-month snapshot? Pg.38	The chart has been updated and included with this response to cover the period Jan 2021 to Jan 2022.
14	3.2	Volumetrics	MHBE provided "Spanish Language Line Calls" and there is a mention of 3 party language line calls. Is this the same and or can you provide the non-Spanish lanuage line calls per month? Does the data provided include 3rd pary and Spanish?	Response: Spanish language line calls are the same as 3rd party language line calls.

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15	3.2	Volumetrics	The overall calls offered provided, does that include all call types English, Spanish, Tier I and Tier II?	Response: Calls offered includes all types. Tier I and Tier II are not currently implemented.
16	3.2.1.10	Training	Please confirm if an employee is eligible for another New Hire class if they are terminated due to failing the final exam.	Response: Testers are provided two attempts to pass the exam. If they do not pass, they are eligible to retry after one year.
17	3.2.1.10	Training	Does MHBE have a learning management system or will we use Faneuils for Training Material and Compliance modules?	Response: MHBE has a learning management system.
18	3.2.1.10	Training	Will Training Materials be shared from the incumbent or will the Exchange conduct a Train-the-Trainer session?	Response: The Exchange will provide training materials.
19	SOW 3.7 and Section 4 - Proposal Format, 4.4.2.7	Staffing/Requirements Plan Experience and Qualifications of Proposed Staff	Can the Staffing Plan be provided as an attachment to the proposal or is it required as a part of the proposal? If required to be submitted as part of the proposal, please clarify which tab it should be submitted under (TAB E-Staffing /Requirements Plan or TAB F-Experience and Qualification of Proposed Staff).	Response : The Staffing Plan should be in Tab F - Experience and Qualification of Proposed Staff.
20	3.1	Introduction, para. 3	The RFP mentions the minimum FTE total for CSRs. Are the 150-250 CSRs production FTE - the total staff needed to handle the volumes?	Response: The staffing numbers cited are minimums of production CSRs and may need to change based on forecasts or unforeseen events.
21	A1c	Attachment E, Price Proposal	The revised pricing sheets provided an estimated monthly call average per month for Tier I, II, and chat. Does these totals align with the FTE totals provided in RFP Section 3.1, Introduction, paragraph 3, or are the estimated volumes to be used for evaluation purposes only?	Response: The volumes cited in Attahment E are for evaluation purposes only.
22	SOW 3.7 and Section 4 - Proposal Format, 4.4.2.7	Staffing/Requirements Plan Experience and Qualifications of Proposed Staff	Can Resumes and Letters of Intent be provided as an attachment to the proposal, or is it required as a part of the proposal? If required to be submitted as part of the proposal, please clarify which tab they should be submitted under (TAB E-Staffing /Requirements Plan or TAB F-Experience and Qualification of Proposed Staff).	a) See 4.4.2.7 - Part of the Proposal. b) Tab F
23	3.1	Introduction, para. 3	Is the current call center a hybrid model or is the program a total work-from-home model?	Response: At present all CSRs are working remotely
24	A1c	Attachment E, Price Proposal	Should vendors include the cost associated with the transition-in period (i.e. agent training, telephony DDI, etc) in our Monthly Cost Base Term Year 1 cost or is MHBE expecting to see this cost separate? If separate, can MHBE provide an updated attachment E?	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.
25	3.2.1.10	Training	Is the three week training for both Tier I and Tier II agents? Is there additional training for Consumer Assistance Worker Support, Special Projects Team, and BATPhone agents? If so, can you provide the training length (classroom and nesting)?	Yes; the initial new hire training for bothe Tier I and Tier II CSRs is 3 weeks followed by a 2-week nesting period. Tier II CSRs will likely require additional training at some period of time to follow to sharpen skills in managing more complex household scenarios when creating consumer applications. Yes; each of the unique teams require procedural training unique to the team. The length of training varies for these assignments and are typically 2 to 4 hours.
26		Training	3.2.1.10 (c) states that "c. The Contractor shall create all training content and materials relative to customer service protocols, scripts, work instructions and CRM use utilizing training content provided by the MHBE." Could the State please clarify training content, if any, is provided by the MHBE?	The MHBE will provide training content for MHC Policy, HBX System, MMIS system, SalesForce CRM and all system and policy specific updates on an ongoing basis. Special initiatives and assignments may also require MHBE training content.

ID	RFP Section	RFP Section Title	Question	Response
27		Training	Could the State please confirm that training content can be provided in English only?	All training content is provided in English only.
28		Staffing	Could the State please share the assumptions that were used to determine the staffing requirements?	Assumptions are based on observations, historical data and our desire to develop and retain 'institutional knowledge' among CSR staff.