Question Number		RFP Page Number	RFP Section Reference Number	Questions
1		85	3.13	Is MHBE looking for a SOC 2 Type II plus MARS-E, or is MHBE looking to substitute the SOC 2 Privacy controls with MARS-E Privacy controls? Response: Not a substitute, SOC 2 Type 2 is performed annually. The MARSE independent external audit would be performed and then MARSE self-assessment would be performed annually for the next two years.
2		85	3.13	If the vendor is only providing telephony/call recording and using the State's CRM, would the processing integrity principle be applicable since the vendor is not processing any data? Please rephrase the question with more detail and be more specific or refer back to the contract.
3		87-88	3.13	Is the State requesting an annual SOC 2 Type II plus MARS-E in requirement 3.13, and if so, does that negate the requirement in in section 3.13.2.2 since all controls would be assessed per this requirement OR is that requirement for SOC 2 plus MARS-E only relevant to the Privacy controls? Response: Both MARSE and SOC2 are to be performed for Privacy- they are distinct and separate audits.
4		48	3.2.1.10 - Training	Is the expectation for Tier 1 agents to process MCO enrollments as it states in the RFP? The RFP indicates that Tier 2 agents would do all applications and enrollments. Please confirm. If a consumer who is already determined eligible for Medicaid calls Tier I specifically to enroll in a MCO, change MCO or any other inquiry relative to MCO enrollment, Tier I should manage those calls. Our objective is to direct initial applications that may result in enrollments to Tier II CSRs.
5		48	3.2.1.10 – Training	Typically, new hires who have completed training participate in calls during the 2- week nesting period. Please clarify the RFP language to indicate that these new hires will be able to take phone calls with a 1 on 1 peer assisting with these calls. Response: Yes

6		27	1.32.D.4	The RFP states "Notwithstanding the foregoing provisions of this Section 1.32, MHBE requires all Transmittal Letters, Proposals and any Contract resulting from this RFP to contain original signatures executed in ink by a person authorized to bind the Contractor." For any document in the proposal submission that requires a signature, would the State accept digital signatures instead of original signatures executed in ink? Response: Yes
7		62 and 61	3.3.1 and 3.2.1.8	Please clarify when the Transition-In Plan is due. In section 3.3.1, it states the plan is due within 10 calendar days following the NTP. In the Deliverables section, specifically in 3.2.1.8, it states the Transition-In Plan is due NTP + 15 calendar days. Please clarify which is the correct due date. Response: Please follow 3.2.1.8 - NTP + 15 calendar days
8		41	3.2.1.2	The RFP states "If Contractor uses a temporary staff hire practice, the Contractor should have a plan to convert high-performing staff from temporary to permanent upon 90 or 120 days". Will the State allow staff to remain with the staffing agency longer than 120 days if doing so ensures the Minority/Women owned spend continues to be met? Supporting this assumption is that as soon as an opportunity to convert staff presents itself in such a way that the MBE spend would not be negatively impacted, converting would continue. The contractor will have the flexibility to meet their MBE goals with the understanding that high performing staff will be converted to permanent hires as soon as practicable. The MHBE will add a Deliverable requirement for supporting documentation to justify delays in conversion as an exception to this objective.
9		41	3.2.1.2	The RFP states that at the time of conversion, CSR rates should increase by the minimum scale outlined. If we are able to maintain staff with the MBE until such time a staff member can be converted without impacting the MBE spend, can we assume that the staff may stay on at the pre-conversion rate until they are converted? Part of the reason for this is to continue to provide a career path and incentive for staff to remain with the project. Response: Yes; a staff member can remain in a pre-conversion rate until they are converted.

10	44	3.2.1.2	Do all Spanish calls fall under Tier II category? Would it be correct to assume Spanish calls related to General inquiry, 1095 A & B, Password reset & MCO enrollments as Tier I calls? Response: Spanish calls may come in as either Tier I or Tier II calls.
11	N/A	N/A	Does the call volume of all call types have the same % of Spanish calls? If not, can the State provide the % of Spanish calls by call types? Response: The % of Spanish calls offered can be determined with the information provided in the volume chart. MHBE does not currently track Spanish call volume by call type.

12	70	3.4.6.13	Please confirm that the minimum of 45 bilingual CSRs applies to the entire roster, i.e., we should count those CSRs who are in training, and who are not scheduled to take calls, as well as those who are scheduled to take calls. Response: The minimum number of bilingual CSRs is intended to be CSRs available to take calls with exception to days off (scheduled or unscheduled).The number of total bilingual CSRs should be reported as 'active' and 'in training'. Example: 30 active; 15 in training
13	70	3.4.6.13	Please confirm that the SLA of 30 bilingual CSRs is measured by counting the number of bilingual CSRs that are concurrently scheduled to be taking phone calls at any given time. In other words, when measuring and reporting on this SLA, we cannot count bilingual CSRs who are in training, are taking time off, or who are off shift at the time we count our staff. The minimum number of bilingual CSRs is intended to be CSRs available to take calls with exception to days off (scheduled or unscheduled).The number of total bilingual CSRs should be reported as 'active' and 'in training'. Example: 30 active; 15 in training The monthly SLA should represent all bilingual CSRs employed by the offeror and presented as number of active and number in training as of the end of the given billing month.
			What % of the total calls are Spanish calls? Is this split same for all call types? If not, can we get the % Spanish call by call types? Response: This a repeat of Question 11 - Response: The % of Spanish calls offered can be determined with the information provided in the volume chart. MHBE does not currently track Spanish call volume by call type.