

Maryland Health Benefit Exchange
MHBE Consolidated Service Center - RFP-BPM028490 -FY23
Summary Preproposal Conference
April 6, 2022 – 1:00 PM

Tony Armiger started the Preproposal Conference by introducing himself as the Procurement Officer on this Solicitation. He introduced MHBE's Tracey Gamble as MHBE's new Procurement Officer. He introduced Heather Forsyth, the Director of Consumer Assistance, Eligibility Policy & Business Integration. Other members of the MHBE team were introduced. These included: 1) Lee Ann Sapp, Program Manager, Consolidated Services Center; 2) Tamara Cannida-Gunter, Deputy Director for Consumer Assistance and Eligibility; 3) Rita Dyer, Manager of Broker Operations and the Application Counselor Program; 4) Daniela Nocar, Procurement Officer I; 5) Greg Yaculak, Deputy CIO & Chief Information Security Officer; 6) Trish Rutley-Johnson, Director of Office of Eligibility Service with the Maryland Department of Health; and 6) Michele Eberle, Executive Director of MHBE.

Tony Armiger reviewed the General Procurement Information from the RFP Key information Sheet from Page 2 of the RFP. He also noted that all communications must be in writing and should be sent to hix.procurement@maryland.gov. He noted that there is an amendment to extend the Proposal Closing Date and Time to April 26th at 11:00 AM. Also reviewed was the method of submission, also in the RFP Key Information sheet, using the Sharefile link. The solicitation is posted both on the MHBE website and eMMA, (eMaryland Marketplace Advantage). eMMA is only used to post the RFP and nothing else. Do not send any items (Proposals, questions, etc.) regarding this solicitation to eMMA.

The Contract Monitor, LeeAnn Sapp then reviewed the highlights for Statement of Work for this Solicitation. Some of the items that were mentioned were: 1) Staffing level requirements; 2) CSR Structuring broken into Tier 1 and Tier 2, Tier 2 should have more knowledge and be able to apply critical thinking; 3) increase Bi-lingual CSR's to a minimum of 30 and up to 45; 4) Pay structure expectation in order to retain staff; 5) ChatBot and Live Chat services; 6) Remote, Hybrid, and Brick and Mortar solutions will be accepted and considered for award; and 7) Key personnel staff member added for a Security Specialist that takes into account MARS-E (Minimum Acceptable Risk Standards for Exchanges).

Tony Armiger then highlighted the MBE (Minority Business Enterprise) goal of 10%.

Tony Armiger then reviewed the Contract Type, Contract period of performance, Award Basis, and Proposal Format from the RFP. All of these are listed in detail in the RFP. Items highlighted were: 1) In order to award, the Offeror must be registered in SDAT (State Department of Assessments and Taxation); 2) Included in the Transmittal letter is a statement of the Offeror's Acceptance of all MHBE RFP Contract terms and conditions and if any exceptions are taken, they are to be noted in the Executive Summary; and 3) The offeror has received and reviewed all additional addenda related to this solicitation.

Questions:

- 1) Q) Is a Facility needed for space for 6 MHBE employees. **Answer: This only applies to Hybrid or Full time solutions. not to fully remote solutions.**
- 2) Q) Is the testing a separate exam or the same one that insurance professional take? **Answer - MHBE exam is strictly around the Affordable Care Act and Policies and Procedures of the MHBE.**
- 3) Q) How does MHBE take into account transition costs? **Answer: Please see Q & A's**
- 4) Q) Is anything allowed to be done outside of the United States? **Answer: No**
- 5) Q) Does 50% of the work required have to be done in Maryland? **Answer: Yes 51% of the Staff have to be residents of the State of Maryland.**
- 6) Q) Security Question – Does this Solicitation require a FedRamp solution? **Answer No.**

Mr. Armiger mentioned that we would post revised Financial Proposal Attachment E and the Q & A's.

Greg Yaculak mentioned that if a cloud service is used by the Offeror that Cloud Server must be located in the continental United States.

No more questions and the Preproposal conference was adjourned.