

Arkansas Health Insurance Marketplace
SBE-FP Hotline Solution Request for Proposals
Response to Vendor Questions
September 29, 2016

Question ID	RFP Section	RFP Page #	Paragraph	Question	AHIM Response
1	1.5 / 2.12	8 / 13	1 / 3	Can you verify the length of the contract and the number of years it could be renewed? The two section listed contradict each other.	The original contract will be for one year with the option by AHIM to extend for a second year. Please see updated RFP as well.
2	5.2.1	30	5	What are your expectations for the average length of the call?	The average length of the call will depend on the entity to whom the consumer will need to be transferred.
3	Cost Template	65		Is the rate for additional CSRs meant to be used for the additional staffing that will be needed during Open Enrollment or something else?	Yes, the rate for additional CSRs is meant to be used for the additional staffing during Open Enrollment and for possible extended hours.
4	3.1	20	2	What is the desired average speed to answer and abandonment rate?	AHIM would like the respondent to propose SLA's. A call is considered abandoned when a consumer has been waiting more than 45 seconds and hangs up before being handled by a CSR.
5	1.3	7	5	RFP references 200 – 300 calls per day average with higher volume expected during Open Enrollment. Do you have any expectation of what OE volume would look like?	Open Enrollment Call volume would likely be 400-500 calls per day.
6	3.1	15	1	AHIM discovered a drafting error.	AHIM discovered a drafting error regarding the location of the hotline. The hotline must be located in the State of Arkansas. Please see the updated RFP.