

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.
7	1.3	7	1	Are there any data available on the estimated peak call volume that	Please see question 5 above.

				should be expected during the open enrollment period? Any information on the overall expected distribution of call traffic throughout the year would also be useful.	
8	1.5, 2.12	8, 13	1, 1	<p>“This is a one-year contract solicitation...”</p> <p>“...this contract may be extended for one subsequent year.”</p> <p>“The contract term shall begin upon execution of the Contract and shall continue its initial term for three (3) years. At the discretion of AHIM, this contract may be extended for three subsequent one year periods on a year to year basis.”</p> <p>The above statements seem to conflict. Which is correct?</p>	Please see question 1 above.
9	3.2.2	15	2	<p>“Warm transfers require that the contractor’s staff connect the caller to the third party, introduce the individual calling, summarize the reason for the call, and execute the transfer.”</p> <p>Some of the organizations listed often have significant wait times to reach an agent. To ensure agent availability for calls and protect average handling times, would an exclusion for outbound calls waiting in a queue be possible?</p>	We may be open to alternative methods to accomplish a warm transfer. Please provide an explanation of how you would handle this in your response to the RFP.

10	3.5	17	2, 6	<p>“The Contractor shall develop and maintain a comprehensive task inventory which lists and describes all tasks performed by all staff without exception and submit to AHIM fifteen (15) days prior to the start of operations.”</p> <p>“The Contractor shall deliver a comprehensive training plan that includes training modules, training goals, tests, and training schedule fifteen days (15) prior to the start of operations.”</p> <p>Operation of the hotline starts October 31. Fifteen calendar days prior to this date is October 16. This is prior to the October 17 anticipated contract signing date noted on page 10 of the RFP. Would it be acceptable for the Contractor to provide these deliverables by a date which allows work on the deliverables to occur after the contract signing date, such as by October 25?</p>	We are willing to work with the selected vendor to adjust this date, due to the tight time constraints.
11	3.5	17	7	<p>“The Contractor shall submit all training content ten (10) days prior to the start of operations.”</p> <p>Ten days prior to the October 31 start of hotline operations would be October 21. This is only 4 days after the October 17 anticipated contract signing date noted on page 10 of the</p>	We are willing to work with the selected vendor to adjust this date, due to the tight time constraints.

				<p>RFP, which may not allow sufficient time to construct a full, high-quality staff training content set, particularly if time is needed to develop scripts or obtain other information from AHIM or third parties.</p> <p>Would it be acceptable for the Contractor to either:</p> <p>(a) provide general call center staff training materials, not specific to this contract, by October 21 or,</p> <p>(b) provide a plan for training content development on October 21, and our full, contract-specific training content by October 31?</p>	
12	4.6.1	29	1	<p>There is a heading 4.6.1 Organization, but there is not any text that follows. Please confirm if more is needed or if the organization was already covered in 4.5 Corporate Experience.</p>	Yes, please disregard. Organization is covered by section 4.5.
13	Appendix C §3. Scope of Work §4.Format and Content of Proposal	51, 15, 22	4.3-4.9	<p>The Tabs suggested in your Mandatory Requirements Checklist (Appendix C) do not match the Tabs requested in your Scope of Work section or your Format section (§4.3 – 4.9). Some items on the Checklist, i.e. Tab 7 Work Plan and Tab 9 Additional Requirements Narrative, are not addressed in the RFP. Please reconcile the differences.</p>	Please disregard the additional requirements found in Appendix C, specifically Tab 7 and Tab 9.
14	Appendix D	52	1	<p>“The Bidder is also required to provide a minimum of three (3)</p>	Yes, this is acceptable if 3 references do not exists.

				<p>corporate references for each project...”</p> <p>Some projects may not have three client points of contact. Is it acceptable to provide only one point of contact per project reference?</p>	
15	Appendix D	52	1	<p>“... highlighting the Bidder’s Premium Aggregation or other large scale US Dept. of Health and Human Services (HHS) IT system implementation and integration project experience...”</p> <p>This requirement for experience does not seem to match the scope of the solicitation for the SBE-FP Hotline. Please revise.</p>	Yes, please disregard.