

RFP 2016-09 – Call Center Services
Questions and Answers

RFP 2016-09 – Call Center Services
Questions and Answers

	Questions	Answers
1.	Whether companies from outside the USA can apply for this? (like, from India or Canada)	RFP Section 2. Business in Good Standing “The State will verify with the Office of the Secretary of State (SOS) that the Bidder is a corporation currently qualified to do business in California. The bid will be considered non-responsive if the Bidder is not listed with the SOS. “Doing business” is defined in Revenue and Taxation Code Section 23101 as actively engaging in any transaction for the purpose of financial or pecuniary gain or profit. Although there are some statutory exceptions to taxation, rarely will a corporate contractor performing within the State not be subject to the franchise tax. Both domestic and foreign corporations (those incorporated outside of California) must be in good standing in order to be qualified to do business in California.
2.	Whether we need to come over there for meetings?	At the discretion of Covered California, vendor staff may be required to be on-site or at the call center for meetings
3.	Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)	See section 3.4: contractor shall provide staff and facilities in the greater Sacramento area.
4.	Can we submit the proposals via email?	No, please refer to RFP 2016-09, 1.9, Format of Proposals.
5.	Based on the RFP schedule, where the responses to questions are expected on 8/25 and proposal due is 8/31, would the Exchange consider delaying the proposal due date by two weeks after responses are posted in order to give vendors reasonable time to develop a competitive, quality proposal that is responsive to the RFP and the Responses provided by the Exchange to Questions?	The schedule has been posted and no extensions will be granted

RFP 2016-09 – Call Center Services
Questions and Answers

6.	While Section 1.8 implies only one Bidder will be selected, in Section 3.9 there is a statement which appears to be in conflict, indicating that vendors selected must work cooperatively with other Contractors who may perform similar call center and data entry work. Can you clarify if the Exchange is limiting the award to only a single Bidder, or is there the potential for multiple awards to be made to one or more responsive Bidders.	Yes, a single bidder. The chosen vendor may be working with other Covered California contractors or other state agencies who have contractors who work for or with Covered California.
7	Would the Exchange consider allowing electronic submission of proposals in order to allow vendors more time to prepare (eliminating print/production time) and in consideration of environmental concerns?	No. Please see Question/Answer No. 4
8.	Will the Exchange consider allowing a smaller font size for use in graphics?	There is nothing in the RFP Under 1.9; 2 that precludes smaller font sizes in pictures
9.	The physical location required for the call center is unclear between sections of the RFP. Can the Exchange please confirm that the call center to support this contract must be located within California? Based on the verbiage in sections 2.2 and 3.4, will preference in the scoring be given to call centers located in the greater Sacramento area?	Page 12 2.1 (6) states Call Center Site located within the United States; 2.2 (1) Desirable Qualifications: the call center be located in the greater Sacramento area.
10.	In the minimum qualifications for the Site Director, Information Technology Manager, and Operations Manager, the Exchange has required two (2) years' experience with Health Exchange operations. However, as there are very few Health Exchanges in existence, this would be very difficult for any vendor other than the incumbent to satisfy. Would the Exchange consider comparable experience with Medicaid/CHIP programs, health plans and/or enrollment broker experience also acceptable?	Minimum qualifications are reviewed at the time of the evaluation scoring review. Vendor may express how the proposed team member's like or similar experience qualifies them for the position.

RFP 2016-09 – Call Center Services
Questions and Answers

11.	In order for Proposers to provide cost-effective solutions, can the Exchange provide information on the timing of the CCWFM communication to the vendor? In other words, what is the lead time between CCWFM estimating staffing and the expectation for the vendor to meet those staffing levels? Additionally, how far out does the CCWFM estimation view? For example, can the vendor expect a rolling 60 days?	The Exchange CCWFM works closely with the vendor to provide shift schedules with 30 days advance. Due to changes in call volumes during open enrollment and at peak times, vendor may be required to add additional staff, or adjust schedules, with limited notice.
12.	What is the allowance if the CCWFM estimation is too low (or high)? For example if the vendor staffs to the CCWFM numbers, but calls are much higher, is consideration given for waiver of the agreed-upon service level agreements?	The Exchange CCWFM works closely with the vendor to track and predict staffing to achieve optimal service levels. If service levels drop below desirable levels, CCWFM, vendor call center, Covered California Call Center Project Manager and Service Center Director discuss options to increase service levels.
13.	In order to accurately reflect costs, can the Exchange provide additional information on its expectations for certification? For example, can the Contractor self-certify or is there a specific company that the Exchange would like the Contractor to use?	There are multiple references to Certification in the RFP. Please be more specific.
14.	Although section 3.4.f mentions the Contractors Quality and Training Plan, we did not see any deliverable or specifications for this plan. Can the Exchange provide more information?	You are correct, Quality and Training Plan is not mentioned as a deliverable. For the response, all bilingual staff must be certified and the certification criteria must be documented and proof of certification is required.
15.	The RFP provides a ratio for supervisors to service center representatives (SCRs); What is the current Team Lead to SCR ratio in the Exchange call center?	The goal is to maintain 13:2:1. SCR:Lead:Supervisor. Currently, this number fluctuates due to vacancies.
16.	Will the Exchange consider a reduction in trainers after the initial hiring wave, based on staff turn-over and ongoing training needs?	Yes.

RFP 2016-09 – Call Center Services
Questions and Answers

17.	Should staff be required to work at the Exchange facilities listed, can the Contractor expect to be reimbursed for travel costs to these sites? If not, can the Exchange provide information on the estimated number of personnel and number of days on site or the historical days that have been requested at each site?	No, travel is not reimbursed. In the past two open enrollments no vendor staff have worked at the Contra site and Fresno site. Staff may have been redirected to the Rancho site temporarily due to power outages to ensure continuity of services. After December 2016, the Contra site will no longer be an option.
18.	Can the Exchange please confirm that the "Hotel Offices" listed in the Facility Requirements table are the same offices as the offices spaces for Exchange staff listed in 3.10.c? Or are the Hotel Offices in addition to the Exchange offices?	The same
19.	(Renewal Period) Can the Exchange please confirm that these dates should be "October 15, 2016 to November 1, 2016" and "November 2, 2016 to January 31, 2017"?	Renewal: 10/2/2016 – 12/15/2016 OE: 11/1/2016 – 1/31/2017
20.	Please confirm that the date in this section should be 2017 Open enrollment period (for coverage year 2018).	The request is unspecific to any section or paragraph
21.	While we understand that the Exchange may not be prepared to discuss specific States and/or terms for this multi-state support, can the Exchange advise if by partnering with other State Exchanges, the Contractor will be able to support multi-state Exchange calls from other locations outside of the Greater Sacramento area?	See section 3.4: contractor shall provide staff and facilities in the greater Sacramento area.
22.	What are the average daily voice/chat volumes that are expected?	Call volumes vary from month to month and from day to day. Call volumes can range from 8000 per day up to 35,000 or more
23.	In what months of the agreement can bidder expect peak volumes?	October through February
24.	Would it be possible to get a sample of the Daily Operations Report?	We are unable to augment this RFP Daily Operations Report Attached
25.	What are the minimum service levels expected (hold times, first call resolution, abandonment rates, etc.)?	3.8 (b) Overall vendor service center performance will be compared to the service levels that the Exchange achieves. Adjustments to the baseline will be based on the results with a thirty (30) day grace period for the vendor to achieve the required service levels. The Exchange's Project Management Team will provide direction on how to achieve the expected service level

RFP 2016-09 – Call Center Services
Questions and Answers

26.	What are the reasons for the 9 month contract term?	1.2 Key Action Dates: The contract term is: October 1, 2016 to June 30, 2017 Call volumes are highest during these months.
27.	Is Covered CA open to 'auto renewal' awards for acceptable service performance?	No.
28.	Are established lower cost 'on shore' call centers (beyond Sacramento/California) acceptable?	See section 3.4: contractor shall provide staff and facilities in the greater Sacramento area.
29.	Are there technology preferences or limitations that should be understood?	Technology requirements are set out in 3.12. Except as specified there are no preferences.
30.	Do you have an incumbent vendor providing this service to the State?	Yes



Covered California Service Center Situation Room Summary

Date: Wednesday, August 24, 2016

Voice

Calls to IVR	IVR Containment	Offered	Abandoned %	Handled	ASA	AHT	Service Level %	Staffing*	Adherence
10,171	4,076	6,095	1.46%	6,000	0:00:09	0:15:41	95.64%	449	85.38%

*Indicates number of staff available for voice calls

Chat

Chat	Offered	Expired	Cancelled	Handled	Concurrency	Avg Wait Time	AHT	Service Level %	Staffing
English	561	0	11	550	1.58	0:01:46	0:12:38	98.04%	
Spanish	3	0	0	3	0.09	0:00:06	0:11:50	100.00%	
Total Combined Chats:	564	0	11	553	1.61	0:01:46	0:12:37	98.05%	19

Manual Workstream Summary

Project	Items Completed	Hours	Hours in FTE
General Correspondence February 2016 (Deceased)	5	29	4
General Correspondence June 2016 (Deceased)	1		
ManVerif 6/3 - 7/2 (Deceased)	18		
Total:	24	29	4

Marketing Detail

Marketing Campaign	Calls Offered
800-989-2199	2

Impact Summary

Operational or Technical Impacts	
Ongoing Training:	CCU - Back to Basics Pt. 1
	CCU - Back to Basics Pt. 1 Make-up Sessions
	CCU - Mandatory Information Security Awareness Training
Offline Project Staffing:	Appeals - 84 Voice Agents
	Paper Applications - 6 Voice Agents
	UAT Testing - CRM Common Workspace

Agent Detail Summary

Service Center	Adherence
Rancho Cordova	87.22%
Fresno	80.32%
Contra Costa	89.36%
Faneuil	90.69%