

2016-01 – Open Enrollment Call Center Project Manager

Questions and Answers

| | Questions | Answers |
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| 1 | Is Covered California anticipating the work associated with the Call Center Project Manager to be that of a single individual (i.e, sole sourced) or would they prefer a team approach? | Covered California prefers a single individual. |
| 2 | What is the anticipated timing for the start and end of the Surge Vendor contract? | September 1, 2016 through June 30, 2018 |
| 3 | What is the anticipated location of the Surge Vendor? | The Sacramento area. |
| 4 | How many resources is the Surge Vendor expected to provide? | RFP asked for up to 600 FTEs and associate support staff (however; this can be amended if necessary). |
| 5 | Will the Surge Vendor be expected to service consumers beyond 8am – 5pm, Monday through Friday, should Open Enrollment hours be extended due to increased volumes or extenuating circumstances? | Covered California has not yet approved hours of operation for Open Enrollment; however historically the Call Centers have extended hours including some Saturdays, Sundays during peak call times. |
| 6 | Do other activities as described in Section 3.2 apply only to the surge call center or all Covered CA call centers (i.e., Rancho Cordova, Fresno, etc)? | All call centers provide other services as described in 3.2. |
| 7 | What is the current operational state of the Surge Call Center in terms of: number of existing agents; existing management; telephony system; and CRM system? | Unknown, the Request for Proposal has not been perfected into a contract. |
| 8 | Will the surge call center be physically located in Sacramento? | Covered California desires a Sacramento location. |
| 9 | What are the forecasted call volumes for the following periods: renewal; open enrollment; and SEP? | Call volumes can range from the low thousands to over 30,000 depending on the day and time. Last Open Enrollment the calls exceeded 2 million calls in total including renewal, open enrollment and SEP. |