

**California Health Benefit Exchange
Procurement of Service Center
Consultant Services – HBEX9**

Addendum #1 Summary

June 5, 2012

Addendum # 1

The following changes have been made to Request for Offer for Procurement Assistant Consultant Services - Service Center HBEX9.

1. Section 1.1 Purpose

The California Health Benefit Exchange (Exchange) seeks the assistance of a consultant, under the direction of the Exchange, to plan for setting up and managing a service center. This will include providing strategic and tactical support for the Exchange in developing and assessing alternative approaches for servicing callers who seek information or wish to enroll in new coverage options starting Summer 2013, as well as approaches providing other services such as incoming mail handling, payment processing, and outgoing communications. The work will also include preparation of solicitation documents required under the chosen approach. The specific tasks and deliverables associated with this RFO are included in the SOW in Section II.

2. Section II Statement of Work

The following was added:

The consultant is expected to assist in the development of strategic planning and provide tactical support in the development and establishing of a Service Center to include the following areas:

- Options for use of Telephony/IVR and switching technologies
- Technology, management and cost issues regarding use of single service center and/or central service center with multiple additional sites of service (potentially operating with different contracts)
- Evaluation of the steps to achieve integration of existing with new technologies for optimal multi-center service to consumers
- Capacity planning and management of high initial peak volumes (e.g. during open enrollment period from July 2013 through March 2014) versus ongoing volumes
- Management of initial uncertainty of service volumes
- Assistance with estimating call/service volumes and types, and developing associated staffing plans
- Development of processes to assure timely consumer-centric service
- Development and support for conducting a solicitation for providing Service Center functionality