

**RFP 2019-10 – Call Center Services
Questions and Answers**

QUESTION	ANSWER
1. Would you all be open to an experienced virtual call center instead of the traditional brick and mortar?	No. Please see the requirements as stated in the RFP and Model Contract.
2. Section 1.4 Contract Amount – RFP states Responses shall not exceed \$80,000,000 in total costs. Responses that exceed this amount will not be considered for selection. It is currently expected that the estimated funding for the contract will not exceed approximately \$20,000,000 per year for the term of the contract including extensions, if any.” Do these dollar/funding limits apply at the maximum number of FTE when ramped during Open Enrollment Season?	Yes. These dollar limits are for the entire year, including when ramped to the maximum. Section D(1) of Exhibit A describes the ramp periods with the understanding that the staffing numbers are subject to change.
3. Section 2.1 Project Team Minimum Qualifications – in subparagraph #1 – RFP states “Currently maintain or ability to procure prior to contract execution a Call Center site that meets all requirements of the Model Contract and is located within the Greater Sacramento Area;” – Is vendor allowed to augment a Greater Sacramento call center site with virtual, work at home agents who reside and are residents of the State of California? The goal would be to utilize work at home agents during the ramp up season. All agents would go through required background checks and training certification processes as facility-based agents	No. Please see the requirements as stated in the RFP and Model Contract.
4. Section 3.2 Purpose – RFP states “...Call Center to support up to 1,000 Full-Time Equivalent (FTE) staff for voice, chat and data entry.” However, in Exhibit A (Standard Agreement), that document states support is required ‘up to 1,200 Full Time Equivalent staff...’ Which is the correct ramp up number of FTE?	1,200
5. Section 4.3.3.1 Resumes – RFP states “Provide a resume of the relevant experience for each proposed project team member.” However, in Exhibit A (Standard Agreement), Section D, subparagraph D(2) states “Within five (5) business days after executing this Agreement, Contractor must provide Covered California with all required documentation and resumes for each Key Personnel to demonstrate that they meet the requirements of this Section.” Are resumes required at time of proposal submission or 5 days after executing Standard Agreement?	Resumes are required at the time of proposal submission and again within (5) business days after executing this Agreement.
6. Exhibit A (Standard Agreement) D (5) Timeline – Exhibit states “Contractor shall provide a detailed ramp plan for SCR staffing and production to demonstrate readiness for a July 1, 2020 start date.” Is the July 1, 2020 date intended to be for the launch of the initial training plan or is the expectation that July 1, 2020 is the date of ‘go live’ operational performance?	July 1, 2020 is the go-live date of operational performance.

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<p>7. Exhibit B, Attachment 1 Cost Worksheet – Table provides data fields for Rates for Original Contract Term and Rates for Amendment Option Years, as well as a Total Contract Amount. For evaluation and consistency purposes is the State utilizing a baseline amount of monthly billable hours per FTE?</p>	<p>No, Covered California is not utilizing a baseline of monthly billable hours. Vendor proposals should include assumptions of monthly billable hours.</p>
<p>8. General Question – is this call center work performed under the Statement of Work a total amount of call center operational or does the State/Covered California also provide similar call center operational tasks? If so, how many FTE does State/Covered California have performing similar work?</p>	<p>Covered California has two (2) call center sites with a total of 460 staff performing similar work including phones and manual work.</p>
<p>9. Please verify if vendors are required to staff to 1,000 FTE or 1,200 FTE?</p>	<p>1,200</p>
<p>10. Could CAHBE clarify if vendors are required to achieve and maintain schedule adherence of 85% or 93%?</p>	<p>Vendors are required to achieve and maintain schedule adherence of 93% per Section D(8)(c) of Exhibit A.</p>
<p>11. Please advise if there are any specifications for the back-up generator system? Is it required to keep all desktop, server and all other applicable systems up for a period of time?</p>	<p>A generator is required to keep all vendor desktops, phones, servers and all other systems operational to support the scope of work.</p>
<p>12. Please clarify if vendors will be responsible for providing all agents Skype, VPN, and MS Office.</p>	<p>Please refer to Section D(12)(r) of Exhibit A.</p>
<p>13. The California minimum wage rates provided by the Department of Industrial Relations (https://www.dir.ca.gov/dlse/faq_minimumwage.htm ends) specifies that employers with more than 26 employees must pay a minimum labor rate of \$15.00 in 2022. Should vendors assume the \$15.00 rate applies to 2023 and beyond? If not, could CAHBE advise what labor rate should be assumed for 2023 and beyond?</p>	<p>Covered California does not set minimum wage rates for the State of California and has no additional information to offer in response to this question.</p>
<p>14. Will the vendor or CAHBE be responsible for the cost associated with SCR orientation?</p>	<p>The successful contractor is responsible for the cost for providing orientation to all SCRs as described in Exhibit A.D.4.e</p>
<p>15. The RFP states that questions are due by January 28, 2020. The answers to these questions could have a significant impact on vendor responses. Assuming Covered CA provides responses to ALL questions by February 4, vendors will have one week to alter their proposals accordingly. Would Covered CA please consider extending the due date of this solicitation at least 30 days from when the District provides answers to questions?</p>	<p>No</p>
<p>16. If the proposal due date is extended beyond February 12, 2020, can you please adjust the subsequent Key Action Dates in the RFP and the July 1, 2020 start date in Exhibit A, Scope of Work accordingly?</p>	<p>No</p>
<p>17. Do these RFP staff and facility requirements represent the maximum number of FTEs required for each month of the contract throughout the contract term (to include surge volumes)?</p>	<p>No. The maximum number is for peak months. Non-peak months can vary from the minimum to the maximum.</p>

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<p>18. The RFP and Exhibit A, SOW have conflicting staffing requirements from December through January. Please clarify whether staffing is expected to increase to 1,000 staff members from December through January (per RFP) or 1,200 staff members (per Exhibit A, SOW)?</p>	<p>1,200</p>
<p>19. Please confirm that the first sentence should be changed to read as follows: Describe in a narrative up to five (5) projects the Bidder has completed in the last two three (3) years....</p>	<p>Three (3) Years</p>
<p>20. How many of the incumbent contractor's qualified trained staff are available and or expected to transition to the successor contractor? How many trainers are available and or expected to transition to the successor contractor?</p>	<p>The successful contractor should work with the incumbent vendor to hire staff.</p>
<p>21. Please provide information on the historical volumes of calls and other major tasks to be performed by the contractor staff.</p>	<p>Provided as an Attachment.</p>