



Solicitation HBEX4 – Request for CalHEERS Development and Operations Services

Addendum #1

January 26, 2012

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The following changes have been made to Solicitation HBEX4 – Request for CalHEERS Development and Operations Services:

1. **Section 2** updates include:
 - A. 2.1 - Identification of the CalHEERS Procurement Manager.
 - B. 2.2.1 Changes to Key Action Dates
 - C. 2.5 – Updated Confidential/Concept Presentation process.
 - D. 2.2.6 Addition of a Cost Sheet Webinar
 - E. 2.2.7 Updates to Confidential Model Contract Exception process
 - F. 2.2.9 – Deleted the last sentence, which reads, “The Exchange reserves the right to invite top scoring Vendors to confidential Key Staff interviews and Oral Presentations.”
 - G. 2.22 – Inclusion of a revised Protest Process
2. **Section 4** updates include:
 - A. Corrections to Table 12 – Business/Functional Scope
 - B. Additional metrics in Table 13 - Case Volume Capacity
 - C. Metrics included in Table 19 – CalHEERS Call Center – Toll Free Lines – Incoming Phone Calls
 - D. Metrics included in Table 20 – CalHEERS Call Center – Outgoing Email, Texts, and Web-Based Interactions
 - E. Metrics included in Table 1 – CalHEERS Mail and Print Processing – Incoming Fax, E-mail, Text, and Web-based Interactions
 - F. Metrics included in Table 2 – CalHEERS Mail and Print Processing – Outgoing Correspondence Types
 - G. Metrics included Table 3 – Development and Implementation Deliverables
3. **Section 5.5.3.2** updates include replacing Table 25 with cost schedule information.
4. **Appendix D – Model Contract**, including Service Level Agreements added.
 - A. Attachment 1 updated with new Confidentiality Statement
5. **Attachment 2** updates include:
 - A. Solicitation Number included in header (i.e., HBEX4)
 - B. Page number updated in footer to include Attachment number (i.e., A2)
 - C. Formatting updated to provide additional space for Vendor and State comments.
 - D. Updating and/or adding the following requirements (changes identified with Red text):
 1. DIR 75 and DIR 76
 2. OMR 39 and OMR 139

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3. DR 7, DR 8, DR 45, DR 87, DR 88, DR 89, DR 90, DR 91, DR 92, DR 93, DR 94, and DR 95

6. Attachment 4

- a. Footer updated with the correct Attachment page number (i.e., A4), beginning with page A4-5.
- b. Added a new Section for completion.

7. Attachment 8 – Cost Schedules added.