Amended Answers to
2015 Contact Center Overflow Vendor RFP
Responses to RFP Questions

1-28-2015: Only change to original response is the addition of the last question.

Q: Will the vendor's geographic location(s) or potential location(s) be considered during the evaluation process? What affect, if any, will that have on the selection process.

A: The only legal requirement is that any facilities used must be located within the United States. There is no requirement that the facility(ies) be located within the State of Minnesota so identifying use of locations outside the State will not affect the selection process.

Q: Does the state have a geographic preference to house MNsure's outsourced operations?

A: MNsure's preference would be to have a facility located within Minnesota but facilities located elsewhere will not affect the selection process. Any facility used, however, must be located within the United States. See above.

Q: Page 9, Section 2 (Organizational Experience). Can a vendor use MNsure as one of the three organizations? Or should we identify three plus MNsure?

A: Answer: MNsure's preference is that a proposal identify three vendors other than MNsure. If necessary though, MNsure may be listed as one of the three.

Q: Does the selected vendor need to have a contact center located in Minnesota? If not, is there a geographical preference for the contact center locations?

A: No. See above.

Q: Are the Service Level Agreements negotiable?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: Please define the liquidated damages, broken down by performance standard.

A: Liquidated damages terms will be negotiated with vendor and identified in the contract.

Q: Will the State please confirm that, upon award, damages for system troubleshooting failures will be negotiated?

A: This will be negotiated and defined in the contract.

Q: Please define the liquidated damages, broken down by performance standard.

A: This will be negotiated and defined in the contract.

Q: Will the State confirm there will be a cap on service levels and liquidated damages?

A: This will be negotiated and defined in the contract.

Q: Please confirm liquidated damages will not apply in the event of force majeure.

A: No. Liquidated damages will not apply to any natural and unavoidable catastrophes that interrupt the expected course of events and restrict the vendor from fulfilling obligations.

Q: Please confirm liquidated damages will not apply in event of failure due to third parties outside of the vendor's reasonable control.

A: This will be negotiated and defined in the contract.

Q: Please confirm that the vendor will have appeal rights concerning any liquidated damages assessed by the State.

A: Yes. The vendor will have the right to appeal. Terms and the process of appeals will be negotiated within the contract.

Q: Will the State confirm it is amenable to modifying insurance language to meet vendor's internal policies which meet the underlying insurance conditions in the RFP?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: Will the State confirm that satisfaction of the State shall follow acceptance criteria set out between Contractor and State during award process?

A: This will be negotiated and defined in the contract.

Q: Will the State provide volume assurances? Will the State provide any volume payment floors?

A: This will be negotiated and defined in the contract.

Q: Because the State will have other protections in the contract, will the State please remove "time is of the essence" from the contract?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: It is our understanding that Minnesota Statute 15C.08, subd. 5(b) was repealed by amendment 2014 c 196 art 2 s 7 on May 5, 2014. Will the State please remove this requirement?

A: The reference to 16C.08, subdivision 5(b) is in error. This section was repealed, but it was relocated by amendment 2014 c 196 art 2 s 7 to Minnesota Statute 16C.08, subdivision 2. We will update our citation within the contract.

Q: In the event the State does not remove this requirement, please define what is meant by "final product of this contract." Does this imply the implementation of services, the entire contract term, or something else?

A: This clause requires that all work under the contract be completed and accepted in that the final product has been reviewed, and that the state determines that the Contractor has satisfactorily fulfilled all the terms of the contract. If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: What is the State's turn-around time between vendor invoice submission and Authorized Representative approval?

A: It is the State's goal to provide payment to approved vendor invoices within 30 days of receipt. This is in accordance with state law and policies.

Q: Can the State confirm that invoices will be paid within 30 days of receipt?

A: It is the State's goal to provide payment to approved vendor invoices within 30 days of receipt. This is in accordance with state law and policies.

Q: Would the State confirm the work under this RFP does not implicate strict liability claims? Would the State agree to eliminate this provision due to its inapplicability to the RFP and call center's purpose?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: Will the State confirm breach of contract or warranty is grounds for termination? Will the State agree to eliminate breach of contract or warranty as reasons for indemnification due to the protections offered under termination language?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: The current contract for MNsure provides 45 calendar days written notice to the Contractor. Would the State consider changing the RFP notice requirement from 30 calendar days to 45 calendar days written notice?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: Will the State allow conditions under which the Contractor could have termination rights (for example, non-payment)?

A: If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: Please confirm that if there is a change in law with a material cost impact, the State will agree to an equitable adjustment.

A: The State does not anticipate a change in law that would result in a material cost affecting this transaction. If, however, one is passed prior to execution of this contract, MNsure would consider an equitable adjustment through negotiation.

Q: How does the State envision non-statutory rule changes?

A: The State does not anticipate a non-statutory rule change that would affect this transaction. If, however, a non-statutory rule change was made that affects the contract, MNsure would consider an amendment change through negotiation.

Q: Has the State provided change control provisions?

A: Section 7.2, Amendments, of the standard contract governs changes. If a proposer wishes to submit language for consideration other than that identified in the template, the proposer must follow the instructions as identified in section 7: Acceptance of MNsure Contract.

Q: On the Resident Vendor Form, what does it mean to have a business address in the State of Minnesota? Is it required that the bidding entity have the lease for the business address in its own name or is it sufficient if a parent or affiliate of the bidding entity holds the lease where the bidding entity employs staff and is performing work?

A: The four statutory requirements to fulfill a resident vendor status are identified at the top of the form, one of which states, “has a business address in the state.” A business address in Minnesota could be that of the submitting company or that of a parent corporation in order to fulfill the requirements.

A business, however, is not required to fulfill the requirements of a “resident vendor,” including a Minnesota address, in order to submit a proposal in response to this RFP. Should a tie occur in scoring of the proposals or if the State of Minnesota has a reciprocal agreement with the State in which the vendor is legally domiciled, then a “resident vendor” as defined in statute will be given preference in awarding of the contract.

Q: Will the State consider supplying answers to questions as they become available prior to January 23, 2015?

A: No. All answers will be provided at the same time to assure every vendor receives the answers at the same time.

Q: Does the state have a preference for the overflow call center to be located within the state of Minnesota?

A: No. See above.

Q: Are there any specific security requirements for the production environment that need to be considered?

A: The requirement is that Citrix functions properly for access to MNsure’s CRM and other applications.

Q: What applications will MNsure provide, if any, for the agent’s desktop? CRM, E-mail, Chat, Knowledge base, etc.? What applications will the provider be required to procure?

A: MNsure provides the Citrix licenses to access CRM and other applications in order to address applicants' questions. Ask if this is complete – need Internet Explorer 9.0, Microsoft Office 2010 or higher.

Q: Please confirm that the vendor will access MNsure systems via Citrix? If yes, who provides the licenses?

A: Yes, the contract vendor will have access to MNsure systems via Citrix. The licenses are provided through DHS (Department of Human Services).

Q: What is the network bandwidth requirement to connect to MNsure applications?

A: 1 meg per second

Q: What method will the provider be required to utilize in order to connect to MNsure's applications (e.g., VPN, MPLS or point-to-point)?

a. If MPLS or P2P, who will provide routers and circuits?

b. What are the required router specifications? Who provides (MNsure or the provider)?

c. Who owns the inter-corporate network (MPLS, P2P)?

A: You access MNsure's applications by a URL

Q: We deploy the following specification for our CSR desktops. Will this be sufficient for MNsure's applications?

- **OptiPlex 380 Desktop Base, Standard PSU (224-7705)**
- **Processor: OptiPlex 380, Pentium Dual Core E5400 with VT/2.70GHz,2M,800FSB (317-3261)**
- **Memory: 3GB, Non-ECC, 1333MHz DDR3, 1X1GB/ 1X2GB**
- **Hard Drive: 160GB SATA 3.0Gb/s and 8MB Data Burst Cache**
- **Operating System: Windows 7 Professional, Media, 32-bit, English, Dell**

A: The requirement for Citrix and MNsure applications is Windows 7 with Internet Explorer IE9 version.

Q: To confirm, MNsure will own the 800 numbers? Will vendor provide inbound DIDs or 8XX trunks within the provider location and execute a shared access agreement that MNsure will use to direct call traffic?

A: MNsure provides the toll free numbers for applicants to call in. MNsure will hand the call off to the overflow vendor preferably to a local telephone number. The overflow vendor provides the network facilities to handle the call volume that would be directed to them both for the incoming and the transferring of calls back to MNsure.

The state would entertain a SIP to SIP connect with the overflow vendor if available.

Q: The technical requirements indicate an IVR is required. Is that for the purposes of call routing from our ACD, or will the vendor be required to develop an IVR that has self-service options? If the latter, can MNsure provide additional specs for proper sizing?

A: The IVR functions are provided by MNsure to the callers. The overflow vendor is required to provide call queuing to the callers directed to them. MNsure will provide the messages that would be played in queue.

The state has the IVR and self-service functions in place. The overflow vendor will answer overflowed calls directed to them from MNsure. The overflow vendor would redirect any calls that they are not able to handle back to MNsure.

The overflow vendor must be able to handle at a minimum 300 incoming sessions (up to 500). The overflow vendor may send 20-25% of the calls back to MNsure for assistance.

Q: Would you be able to point your current IVR system to the vendor?

A: We are able to direct calls from the current IVR to an overflow vendor by transferring to a local telephone number or if the overflow vendor were able to connect by SIP, the calls would then be transferred over the SIP connection.

Q: 1.7.12: Is it your intention that the vendor will establish a new IVR for the overflow calls only or connect to the State's IVR?

A: It is the intent that the overflow vendor will provide queuing of calls directed to them from MNsure.

Q: 1.7.12: Is the IVR expected to provide self-service options to callers, from MNsure data such as application status? If so, what is the required interface type to provide the information to the IVR? Can the State's system support web services or API integration to provide real time responses?

A: It is expected that the self-service options are provided to the callers in the MNsure call flow. The overflow vendor will answer questions and work through Citrix to the MNsure applications.

Q: Please clarify the Trunking Costs section on page 10.

A: Trunking costs would be if the overflow vendor would charge for trunking (PSTN) or SIP connectivity as a line item.

Q: 1.3: The RFP states that Vendor is responsible for the telephony platform to accept the calls but is the intention that Vendor will log into or connect to MNsure's platform for the actual servicing of customers?

A: It is the intent that the Vendor is responsible for answering calls and logs into Citrix to service MNsure's customers.

Q: 1.3: In the Technical Requirements (Attachment 8), MNsure states, "MNsure's contact center services are provisioned within the State of Minnesota's owned and managed Cisco Hosted Internet Protocol Contact Center (HIPCC)." Please clarify if MNsure wishes vendors to include pricing for their own contact center platforms, or if vendors should assume use of the HIPCC.

A: MNsure is provisioned using the Cisco HIPCC platform. The overflow vendor would provide their own platform to answer and direct callers. If the overflow vendor wanted to entertain being an extension of the HIPCC platform this could be an option.

Q: What would the outbound services involve?

A: Outbound service would be the transfer of calls from the overflow vendor back to MNsure.

Q: Please define "sessions" as referenced on page 11.

A: Sessions refers to the number of trunks / connections the overflow vendor can provide between MNsure and the overflow vendor.

Q: What will the hotline number referenced in section 1.5 of the RFP be used for?

A: This line would be used to report issues back to the overflow vendor. Example: Number of calls in queue with the overflow vendor, number of agents answering calls, etc.

Q: 1.3: The RFP states the vendor "shall provide a turn-key, full service operation to include, but not limited to: facilities, equipment, including telephone instruments, related lines and cable, etc….." the price schedule only allows for pricing of Trunk Costs, Agent hourly rates, Supervisor hourly rates, call recording and workforce optimization pricing. Should vendor include all facility, project management, and training and equipment costs in our hourly rates for the Agent and Supervisor?

A: Provide any other costs as a separate line item within the price schedule.

Q: Section 5: Please explain what vendors are to include in the column entitled "R" on both Cost Tables.

A: Column "R" should read "Total Cost" for that line item.

Q: Section 9: MNsure has identified several pricing points within Section 9: Cost Proposal. Are these the specific data points the State wishes to evaluate. Are responders able to add/eliminate line items from the template? There is a column in the Cost Proposal template labeled "R." Is this to provide a description of elements included in the pricing line item?

A: Column "R" should read "Total Cost" for that line item.

The state is looking for the monthly cost agents and supervisors. If there are other items are needed to deliver the service, complete additional lines to address your costs.

Q: Section 9: the final column header in both schedules contains the letter "R" and nothing else. Please provide a title and if necessary, clarify the State's purpose for this column. What information is supposed to be populated for the line items in this column?

A: Column "R" should read "Total Cost" for that line item.

Q: Section 5: Please confirm the vendor is required to submit a fully burdened hourly rate for both the Agent and Supervisor.

A: The vendor is to submit what costs would be billed to MNsure for service delivered.

Q: Section 5: Please confirm the vendor is to provide a fixed unit pricing for Call Recording and Workforce optimization services. Please confirm the unit can be defined by the vendor (e.g. per call, per month, etc.). If the vendor cannot, please provide the correct measurement for each priced item on the Contact Center Cost Table.

A: The responder is to provide a fixed pricing for call recording and workforce optimization. The responder to state what the unit is for the pricing information provided.

Q: Section 9: Does the State plan on adding both of these schedules together for price evaluation purposes, or is the vendor required to price for all services twice – one based on labor and then again by trunking costs?

A: The State will review proposals provided and based upon the vendor qualifications, service and pricing an award recommendation will be made.

Q: Section 9: Based on the format of the pricing schedules, are the vendors to assume that this will be prices as a time and materials type of contract? If not, please advise how the State plans to compensate the chosen vendor.

A: The State is looking for fixed unit pricing. If the Responder is not able to provide pricing for all components, make sure to idea which items would be on a time and materials basis.

Q: Section 9: Is the State assuming that the "Non-Recurring Cost" column in each schedule addresses all of the costs associated with transitioning the services as defined in the RFP?

A: Non-recurring cost would be associated with setting up service.

Q: Section 9: Can vendors add line items to the Contract Center Cost pricing schedule?

A: Yes, make sure to clearly identify what the additional line items are for.

Q: Section 9: Is the State expecting that input entered under the Unit column header will provide a description of the associated rate under the "$" column (e.g., "per hour"), or a numerical quantity that could be extended to a total price?

A: The State is looking for unit costs. Column "R" should read "Total Cost" for that line item.

Q: Will the overflow vendor be utilized year-round through the duration of the Agreement or would the overflow vendor only be utilized during Open Enrollment periods inclusive of the pre and post transition periods?

A: The overflow vendor would be used year round, however ramp up pre-enrollment and down post enrollment. We estimate that during non- enrollment periods for 2015 – 2016 we need 20 – 40 FTEs and up to 250 during peak enrollment.

Q: Do the call volumes outlined represent the total call volume to MNsure or just the portion that MNsure plans to send to overflow vendor?

A: These represent total call volumes to MNsure. The majority of calls will go to the vendor first with MNsure taking a portion and acting as a secondary escalation line during enrollment periods. During non-enrollment periods it will be a more even split. Enrollment typically will run from October through December.

Q: 1.4 – States that Vendor should be able to staff 24/7/365 but in the previous section states specific hours of operation. When does MNsure envision that 24/7 coverage would be required or do only the specific hours of operation stated apply?

A: MNsure will be primarily open during normal operating hours. There will be several days during enrollment the vendor would be required to be open as late as midnight. While we do not anticipate a 24/7/365 operational model, MNsure would like to ensure that on days the vendor is required to be open later they will be able to offer both front line, managerial and technical support.

Q: 1.8 – This section states that vendor shall provide staff year round with a team of up to 40 agents to assist however under Contact Center Statistical Information it is stated that the total current agents is 31 (Tier 1 and Tier 2) and that volume would be split with Vendor. Can you elaborate on the expected staffing requirements for the overflow vendor both year round and during open enrollment period? Is interval data for forecasted call volume by time of day, day of week and month available to the vendor?

A: The overflow vendor would be used year round, however ramp up pre-enrollment and down post enrollment. We estimate that during non- enrollment periods for 2015 – 2016 we need 20 – 40 FTEs and up to 250 during peak enrollment. The total current agents represent MNsure staff members that are considered permanent. MNsure also employs up to 60 additional temporary staff members in house during peak times. Both permanent and temporary MNsure staff are primarily working on non-phone operational work with the vendor taking the majority of calls. MNsure call center staff will act as an escalation team for the vendor. During periods of heavy volume all MNsure permanent and temporary staff have the ability to take front line calls as needed to alleviate any long wait times. Interval data by time of day, day of week and month will be available to the vendor.

Q: 3.3 – Vendor must have the ability to add or divert trained staff. What would be the anticipated notice provided for these staffing adjustments?

A: Typically any changes to forecasted staffing models will be given 4 weeks or more prior to the change.

Q: Will the SLA measurements (3.4.1 – 3.4.4) be tied to an agreed upon call forecast and staffing plan?

A: Yes, however MNsure will work closely with the vendor as forecasts may change throughout the year.

Q: 7.3 – states that the reporting software must have real-time access to all the system's data. Is this referring to ACD and SLA statistics or customer specific information?

A: Primarily ACD and SLA statistics. MNsure would like to be able to see real time volumes, staff and metrics at the vendor's locations.

Q: 6.5 – Refers to training at the beginning of each enrollment period. Is this required because there are gaps in call handling between enrollment periods, information changes for each enrollment period and/or because additional staff is added in advance of the enrollment period?

A: Pre-enrollment training would be required to ensure vendor staff has the most recent changes to process or policy going into an enrollment period. Often times there are changes in policy, law or process specific to each enrollment period.

Q: 6.6.3 – Please expand on the requirement for the Vendor to develop training materials.

A: MNsure will provide the vendor with all needed training materials. MNsure will provide staff to train initial classes and train-the –trainer on the core curriculum as well as any new changes. All other training classes and cost of materials associated with on-going training are the responsibility of the vendor.

Q: This requires Vendor to complete a transition plan for the beginning and end of each enrollment period. What services would Vendor provide between these enrollment periods?

A: The vendor will provide assistance to consumers with general questions and support. The transition plan refers to the ramp down/ip of staff and training of staff to prepare for enrollment or non- enrollment periods as the work slightly shifts focus.

Q: Please confirm the monthly percentage of calls for the months of July 2015 – June 2016 that will be handled by the Overflow Call Center Vendor.

A: Approximately 90%. MNsure also employees up to 35 permanent and 60 additional temporary staff members in house during peak times. Both permanent and temporary MNsure staff are primarily working on non-phone operational work with the vendor taking the majority of calls. MNsure call center staff will act as an escalation team for the vendor. During periods of heavy volume all MNsure permanent and temporary staff have the ability to take front line calls as needed to alleviate any long wait times.

Q: The RFP states the vendor "shall provide a turn-key, full service operation to include, but not limited to: facilities; equipment, including telephone instruments, related lines and cable, etc….." The price schedule only allows for pricing of Trunk Costs, Agent hourly rates, Supervisor hourly rates, call recording and workforce optimization pricing. Should vendor include all facility, project management, and training and equipment costs in our hourly rates for the Agent and Supervisor?

A: The vendor should factor whatever costs they feel are necessary in the rate for supervisors and agents.

Q: Please explain what vendors are to include in the column entitled "R" on both Cost Tables.

A: This space is for a description of the cost

Q: Please confirm the vendor is required to submit a fully burdened hourly rate for both the Agent and the Supervisor.

A: Yes

Q: Please confirm the vendor is to provide a fixed unit price for Call Recording and Workforce optimization services. Please confirm the unit can be defined by the vendor (e.g., per call, per month, etc.). If the vendor cannot, please provide the correct measurement for each priced item on the Contact Center Cost Table.

A: The respondents can add or eliminate line items if they choose to or, if preferred, include all costs in the hourly rate for front line agents or front line agents & supervisors

Q: Please provide the hours of operation for the months that aren't open enrollment (i.e., February – September) by day of the week.

A: The hours are anticipated to be Monday – Friday 8 AM – 6 PM CST and Saturdays 8 AM – 4:30 PM CST.

Q: Please define the period of time referred to for the requirement that "quality control staff shall monitor a minimum of 2% of calls received per agent or 15 calls total, whichever is greater." Is this weekly or monthly?

A: Monthly

Q: Please provide monthly statistical call reports for the last 6 months outlining the metrics defined in RFP Section 7.7.

A: A new forecast addendum will be posted on the MNsure website Tuesday, January 27, 2015.

Q: Is it your intention that the vendor will establish a new IVR for the overflow calls only or connect to the State's IVR?

A: The vendor will not need to create a new IVR. All calls will be routed from the state's switch to the vendor.

Q: Please clarify if the year-round staffing of "up to forty (40) agents" addresses only the slower months of the year. In other words, is the vendor allowed to go over the 40-agent threshold during re-enrollment?

A: The overflow vendor would be used year round, however ramp up pre-enrollment and down post enrollment. We estimate that during non- enrollment periods for 2015 – 2016 we need 20 – 40 FTEs and up to 250 during peak enrollment. The total current agents represent MNsure staff members that are considered permanent. MNsure also employs up to 60 additional temporary staff members in house during peak times. Both permanent and temporary MNsure staff are primarily working on non-phone operational work with the vendor taking the majority of calls. MNsure call center staff will act as an escalation team for the vendor. During periods of heavy volume all MNsure permanent and temporary staff have the ability to take front line calls as needed to alleviate any long wait times.

Q: Is there a minimum number of agent resources that are required, and if so, how many?

A: Minimum would be 20 FTEs

Q: The annual volume of calls reported on page 2 of the RFP would appear to require more than 40 FTEs for overflow during high peak volume months to meet the stated SLAs. Do you expect the vendor to exceed the 40 FTEs during these high peak volume months to meet what is required to meet the SLAs?

A: The overflow vendor would be used year round, however ramp up pre-enrollment and down post enrollment. We estimate that during non- enrollment periods for 2015 – 2016 we need 20 – 40 FTEs and up to 250 during peak enrollment. The total current agents represent MNsure staff members that are considered permanent. MNsure also employs up to 60 additional temporary staff members in house during peak times. Both permanent and temporary MNsure staff are primarily working on non-phone operational work with the vendor taking the majority of calls. MNsure call center staff will act as an escalation team

for the vendor. During periods of heavy volume all MNsure permanent and temporary staff have the ability to take front line calls as needed to alleviate any long wait times.

Q: How does the State propose to measure and identify caller complaints about the call center?

A: Complaints will be logged either through the CRM, Legal or direct complaints to management.

Q: Will the MNsure CRM support the logging and reporting on caller complaints?

A: Yes

Q: Please furnish the measurement criteria for how the State measures occupancy rate.

A: CUICI specific definition: Agent Utilization is computed in reports by dividing the total time agents spend handling calls by the total time agents were ready to handle tasks. To calculate the time that an agent was ready, the system subtracts the Not Ready time from the total time that agents were logged on.

Q: Will MNsure allow for a 30-day cure period, before assessing any penalties?

A: Negotiable at time of contract

Q: What is the anticipated date for start of operations (e.g., when the vendor must be ready to take overflow calls?)

A: April 30, 2015

Q: Does the State plan on adding both of these schedules together for price evaluation purposes, or is the vendor required to price for all services twice – once based on labor and then again by trunking cost?

A: The vendor should factor whatever costs they feel are necessary in the rate for supervisors and agents.

Q: Based on the format of the pricing schedules, are the vendors to assume that this will be priced as a time and materials type of contract? If not, please advise how the State plans to compensate the chosen vendor.

A: The vendor should factor whatever costs they feel are necessary in the rate for supervisors and agents.

Q: Can vendors add line items to the Contact Center Cost pricing schedule?

A: The respondents can add or eliminate line items if they choose to or, if preferred, include all costs in the hourly rate for front line agents or front line agents & supervisors

Q: Is the State expecting that input entered under the Unit column header will provide a description of the associated rate under the "$" column (e.g., "per hour"), or a numerical quantity that could be extended to a total price?

A: The respondents can add or eliminate line items if they choose to or, if preferred, include all costs in the hourly rate for front line agents or front line agents & supervisors

Q: Please indicate the type of contract MNsure intends to award – Time and Materials, Cost Plus Fixed Fee, Fixed Fee for Service, Volume-Based, or another type?

A: Volume based. Preferable a flat hourly rate for agents or agents / supervisors

Q: MNsure has identified several pricing points within Section 9: Cost Proposal. Are these the specific data points the State wishes to evaluate? Are responders able to add/eliminate line items from the template? There is a column in the Cost Proposal template labelled "R." Is this to provide a description of elements included in the pricing line item?

A: The respondents can add or eliminate line items if they choose to or, if preferred, include all costs in the hourly rate for front line agents or front line agents & supervisors

Q: Could the state clarify the key dates for the implementation of this operation? Considering the current contract term ends April 30, 2015, what date does the state expect the selected vendor to have staff readily available for operations?

A: Staff should be ready to take calls on April 30, 2015

Q: Could the state provide the total state staff providing call center services for this program during:

- **non-enrollment**
- **open enrollment**

A: The overflow vendor would be used year round, however ramp up pre-enrollment and down post enrollment. We estimate that during non- enrollment periods for 2015 – 2016 we need 20 – 40 FTEs and up to 250 during peak enrollment. The total current agents represent MNsure staff members that are considered permanent. MNsure also employs up to 60 additional temporary staff members in house during peak times. Both permanent and temporary MNsure staff are primarily working on non-phone operational work with the vendor taking the majority of calls. MNsure call center staff will act as an escalation team for the vendor. During periods of heavy volume all MNsure permanent and temporary staff have the ability to take front line calls as needed to alleviate any long wait times.

Q: Will MNsure sign a nondisclosure agreement with a perspective Responder to address disposition of financial documents or other information submitted as part of a Responder's proposal?

A: No. The State is not authorized to sign a nondisclosure agreement under these circumstances, i.e. competitive solicitation. There are, however, mechanisms for a Responder to identify information it believes to be trade secret. See page 13 of the RFP which addresses the "Disposition of Responses." All materials submitted in response to this RFP will become property of MNsure and will become public record in accordance with Minnesota Statutes § 13.591 after the evaluation process is completed. If the Responder submits information that it believes to be trade secret materials as defined in Minnesota Statutes § 13.37, the Responder must follow the directions within the RFP. Further, as stated in the RFP, MNsure does not consider prices submitted by the Responder to be proprietary or trade secret materials.