

RFP 2017-16 Service Center Benchmark Assessment

Questions and Answers

QUESTION	ANSWER
<p>1. Was there a consulting firm involved in the original design/development of the current contact center?</p> <p>a. If yes who was the previous firm</p> <p>b. Are they eligible to bid on the current RFP</p>	<p>1. Yes, multiple vendors engaged in activities related to Covered California's start-up</p> <p>a. Not relevant for bidder to provide a proposal</p> <p>b. All bidders will be screened against Covered California's policy regarding conflicts of interest and those in state law.</p>
<p>2. Is it the State's expectation that Phase 1 and Phase 2 will be completed in one contract year?</p>	<p>2. No. Covered California recognizes that Phase 2 requires monitoring of a full year of the operations cycle.</p>
<p>3. In Exhibit A, Section E it states: "E. Reporting Headquarters Location - The Contractor is required to perform all services under this Agreement on site at Covered California, unless directed otherwise by the project representative listed in this Exhibit. The Covered California Contact Center/Service Center main office is located at 10877 White Rock Road, Rancho Cordova, CA 95670" Is it the intent of the State to have all the consultant personnel assigned to this project be on-site at all times for the entirety of the project?</p>	<p>3. It is the intent of Covered California to have consultant personnel assigned to this project on-site when Covered California deems necessary but not at all times for the entirety of the project.</p>
<p>4. May a flash drive be submitted instead of a CD-ROM?</p>	<p>4. No, Covered California will only accept a CD-ROM.</p>
<p>5. For the information requested in Section 4.3 and ensuing sub sections through 4.3.5, please provide direction/information on where the written responses should be included in the proposal response?</p>	<p>5. As long as the sections are clearly defined as they relate to the RFP response, there is no specific order that must be adhered to.</p>
<p>6. With a \$500K budget for an assessment and implementation – how can implementation costs be committed before the assessment is completed?</p>	<p>6. Covered California recognizes that additional implementation contract year(s) may be required and that the cost is in part determined by the assessment. Bidders should provide as comprehensive a costing plan as possible.</p> <p>As stated in Section 1.4 of the RFP – Responses that exceed \$500,000 in total costs will not be considered for selection.</p>
<p>7. Can you confirm that post assessment, the role for the remaining process is project management?</p>	<p>7. Please refer to Section D.8 of Exhibit A for post assessment requirements.</p>

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8. Is Covered California looking for recommendations that not only enhance the operations but include suggested technology platforms?	8. Bidders are expected to assess all aspects of the Contact/Service Center and document the recommendations. Covered California will make decisions from those recommendations.
9. Are replacing/adding technology platforms an option in completing the assessment/implementation?	9. Bidders are expected to assess all aspects of the Contact/Service Center and document the recommendations. Covered California will make decisions from those recommendations.
10. If the recommendation was a technology, would this preclude us from not only project managing but being the strategic implementation partner?	10. All bidders will be screened against Covered California's policy regarding conflicts of interest and those in state law.
11. How does Covered California currently assess caller satisfaction?	11. Not relevant for bidder to provide a proposal
12. With the assessment anticipated to begin in June – is Covered California considering implementing any recommendations during the 2019 Open Enrollment Period?	12. Covered California will implement approved recommendations in a manner consistent with business cycle needs.
13. What is the current Covered California Service Center strategy (for what? i.e., Business? Open Enrollment? Contact Center?) and can it be shared?	13. Not relevant for bidder to provide a proposal
14. What are the top 3 pain points within the Service Center during Open Enrollment?	14. Not relevant for bidder to provide a proposal
15. What are the top 3 pain points within the Service Center outside of Open Enrollment?	15. Not relevant for bidder to provide a proposal
16. Can you explain the Covered California interest level in moving more call volumes to other communication channels (i.e., Chat? Email? Social? Automation?) and re-aligning physical resources as needed?	16. Covered California is continually looking at ways to improve the consumer experience and is open to all recommendations.
17. Does the Assessment in any way involve working with agencies external to Covered California including but not limited to County Service Agencies, Health Plans, HCA or others? Which ones, if any, are out of scope?	17. No.
18. What are the key measures/metrics that Covered CA uses to measure Service Center success?	18. Not relevant for bidder to provide a proposal
19. Has an "Executive Sponsor" or project resources been identified to support the assessment and related implementation?	19. Yes

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<p>20. Can Covered California please confirm that the Bidder who is awarded the contract for Service Center Assessment for Improvements would be conflicted out of bidding on future RFPs or projects that are based on the findings from this assessment?</p>	<p>20. All bidders will be screened against Covered California’s policy regarding conflicts of interest and those in state law.</p>
<p>21. From the RFP: 1. Copies Required Provide one hardcopy marked “MASTER,” eight (8) additional hard copies marked “COPIES” and one CD-ROM. All copies requested must be identical to the MASTER including the CD-ROM. Each copy of the proposal must be complete, including all required attachments and documentations.</p> <p>Question: Is it ok to submit the electronic version on USB Flash Drive instead of CD-ROM?</p>	<p>21. Please refer to response from Question #4.</p>
<p>22. We note that the Cost Worksheet asks vendors to provide a total for both Phase I and Phase II. Regarding Phase II, the SOW notes: “Since the list of recommendations are unknown at the time of contract execution, the Contractor shall provide a list of the types/classifications of staff and rates that will be needed to support the implementation.” Please confirm that vendors also need to list a total number of expected hours in addition to rates, and confirm that this total will be included when considering the response cost limit? “The Contractor shall provide staff to monitor, track and report on Contact Center/Service Center performance against the established benchmarks through a full year of the operations cycle.” Please confirm if this is a full year after Phase I? Is this expected to extend beyond the one-year contract term?</p>	<p>22. Covered California recognizes that additional implementation contract year(s) may be required and that the cost is in part determined by the assessment. Bidder’s should provide as comprehensive a costing plan as possible.</p> <p>As stated in Section 1.4 of the RFP – Responses that exceed \$500,000 in total costs will not be considered for selection.</p>

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<p>23. Section 4.3.3. Project Team Qualifications indicates no more than 5 pages and section 4.3.3.1 indicates relevant experience. The Model Contract includes Exhibit C , Attachment 1, Resumes. Two questions:</p> <ul style="list-style-type: none">a. Section 4.3.3.1 references resume. Is this section just supposed to be summary level information and then resume details should be placed in Exhibit C, Attachment 1 Resumes?b. Does Exhibit C, Attachment 1 Resume have a page limit?	<p>23.</p> <ul style="list-style-type: none">a. Section 4.3.3.1 describes the Resume requirements that would be included in Exhibit C, Attachment 1 of an executed contract.b. Resume requirements do not have a page limit.
<p>24. RFP Section 3.7, bullet 3 indicates 'Travel will not be reimbursed under the contract'. However, Exhibit A-Scope of Work, Section 8 Phase II second paragraph indicates 'The Contractor shall provide staff to guide and assist with the implementation of the list of recommendations'</p> <ul style="list-style-type: none">a. Will contractor be expected to travel to the various Contact Center/Service Center locations to fulfill this expectation? If yes, can estimates for travel be included in Phase II costing information (within Exhibit B Attachment 1 Cost Worksheet)?	<p>24. It is the intent of Covered California to have consultant personnel assigned to this project on-site when Covered California deems necessary but not at all times for the entirety of the project. As travel will not be reimbursed, travel estimates should not be included in costing.</p>