



Questions Submitted January 5, 2015  
 Request for Proposal – DHMH/OPASS 15-14275  
 Maryland Medical Assistance: Management Care Enrollment Broker Services

#	Section	Page #	Question	DHMH Response(s)
1	1.1.2	7	Regarding "The anticipated duration of services to be provided under this Contract is two (2) years with two (2) one-year options": Would the State consider extending the period of performance to reduce the overall cost of delivering services? Can the State please confirm the final period of performance to be included in the resulting contract?	The State will not consider extending the period of performance for this contract. The final period of performance for the contract is 10/1/18-9/30/19. Please be advised, there is no guarantee that the State will exercise the last period of performance.
2	1.2.kk.	9	Is the State interested in solutions that combine enrollment support services across their State exchange and their Medicaid programs to address churn in Medicaid and continuity between Medicaid and private plans?	The State is not interested in solutions that combine enrollment support services with other programs.
3	2.1.1	29	Regarding "...3 years of experience" "...in managed care enrollment functions": Competition has been inadvertently but severely inhibited by the managed care enrollment experience minimum qualification as currently defined in the RFP. In today's enrollment broker market, only a minute number of vendors meet this minimum qualification. Would the State consider revising this requirement to accept comparable enrollment experience thereby increasing the number of qualified respondents, soliciting new solutions, and improving the overall competitive response?	The State will not consider revising the minimum qualifications requirement.
4	3.2.1.2	33	Is the State open to sophisticated approaches that rely on 3rd party and Federal data sources to help	Proposals will be evaluated using the criteria included in the RFP.



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			consumers review and select primary care providers?	
5	5.5.3	77	Please provide the ranking system to be used by the Evaluation Committee.	Please review RFP Section 5.5.3- Award Determination
6	5.5.3	77	Regarding "...technical factors will receive equal weight with financial factors": Is it correct to derive from this statement that 50% of the overall ranking is based on the technical evaluation and 50% of the overall ranking is based on the financial evaluation?	The Department does not use percentages in the evaluation of either technical or financial proposals. Technical proposals are ranked first. Only the financial proposals of Offerors whose technical proposals have been determined to be reasonably susceptible for award will be opened and ranked. The proposal that is determined as the most advantageous to the State considering both technical and financial will be recommended for award.
7	Attch. F	129	Would the State consider providing a revised set of cost categories for pricing purposes? The absence of key cost categories such as facility, fulfillment printing, postage, etc., will result in bidders capturing and categorizing operational costs differently, resulting in the State having an uneven comparison across all bidders.	No, the State will not consider providing a revised set of cost categories for pricing purposes.
8	General		Can the State please provide historical call volumes, call reasons, average handle times, average speed of answer, and other relevant call center statistics necessary to allow bidders to determine appropriate staffing?	Please refer to Attachment P for historical call volumes. The average call handle time is 7 minutes. This includes 6 minutes talk time and 1 minute to wrap up the call. The average speed of answering calls is 1 minute, 30 seconds. The current vendor is answering 95% of all incoming calls in 3 rings or less. 90% of all incoming calls are waiting in the queue no longer than 3 minutes. The call abandonment rate does not exceed 7%. The main reasons for calls is to: <ul style="list-style-type: none"> <li>1. Enroll/Select a health plan and primary care</li> </ul>



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				provider. 2. Change or transfer to another health plan 3. Inquire about benefits of the managed care program.
9	General		What contractor is currently performing the Managed Care Enrollment Broker Services?	Maximus
10	General		How many FTEs currently support the Managed Care Enrollment Broker Services?	39FTEs