#	Question	NM HIX Responses
1	With regard to the vendor being able to seat their customer service reps in the NM HIX offices, how many seats are available to use and what are the telephony capabilities in this location?	• The NM HIX will be moving into new office space soon. The NM HIX will work with the Call Center Contractor to determine the practical and economic feasibility of utilizing this NM HIX space.
2	Will additional points be awarded for local preference (NM Vendor) and a NM-based Call Center?	• While the NM HIX prefers a New Mexico-based call center staff, scalability and flexibility are the primary considerations.
3	What is the preferred technology? Open Source, COTS (which one)?	• The NM HIX defers to the bidding Call Center Contractors regarding the preferred technology. The NM HIX acknowledges the tight turn-around time and does not want to dictate the approach that will produce the most effective and efficient call center.
4	What technology does the Exchange operate on? Will additional information be provided on this subject?	• The NM HIX does not currently operate any call center technology. The NM HIX's sister agency, HIA, does operate a Shoretel system.
5	Will a list of teleconference attendees be provided?	• Individuals from the following organization's emailed the NM HIX that they attended the Call Center RFP Bidder's Conference Call (listed in alphabetical order): o Altivus o Cognosante o Connextions o GetInsured o Lazar o LiveOps o Maximus o Optum o Sitel o Speridian Technologies o Wipro o Xerox
6	What are the NM HIX's expectations regarding warm transfers	• The NM HIX is requiring that warm transfers occur for New Mexican callers. The NM HIX understands that warm transfers require a partnership between two entities. The NM HIX expects that the Call Center Contractor will, to the best of its abilities, work with the NM HIX

		and the destination entities to set up warm transfer capabilities.
7	What happens in the event that the other site isn't available?	• The NM HIX will work with the Call Center Contractor to develop a protocol whereby the Customer Service Representative best positions to caller with needed information to contact the destination entity. The NM HIX expects to work with the Call Center Contractor on these protocols.
8	Does the NM HIX already have toll free number?	• Yes.
9	Has HIX sketched out a workflow?	• The NM HIX has not fully developed call scripts and work flows. The NM HIX will work with the Call Center Contractor to finalize these work flows.
10	Call volume in open enrollment, what is it and who are they	• Call volume is an unknown. The NM HIX provides an estimate of 500 calls per day, though there is an expectation that daily calls may far exceed that during the open enrollment period. The NM HIX is looking for a Call Center Contractor that can handle call volume fluctuations without impact to the caller's experience.
11	Is there a requirement that call center staff be located in New Mexico?	• A New Mexico-based call center is preferred. But the NM HIX is not requiring that the Call Center Contractor locate its call center in New Mexico during start-up. Over time, it is the NM HIX's preference that this does take place. The only requirements that the NM HIX will make in terms of location is that the call center be located in the United States.
12	Is the NM HIX looking only for a "steerage" call center, or help with the SHOP call center, as well?	• The NM HIX is looking for a Call Center Contractor that can efficiently and effectively stand-up a steerage call center, as outlined in the RFP.
13	How do we bill during the implementation period from September 6 and October 1?	• Please see the budget proposal amendment at the end of this document.
14	When sketching out scripts and work flows, what materials and resources will be made available to the Contractor?	• The NM HIX will provide any and all information materials that it has available, including Outreach and Educational materials and in-person assister training modules, among other items. The NM HIX will also be able to point the Call Center Contractor to various New Mexico-based sites with information about the ACA, as well as federal sites with useful information.
15	What is the Exchange looking at for backup costs?	• The NM HIX expects the Call Center Contractors to provide budget assumptions used in the development of start-up costs (approximately

		September 6 – October 1), as well as the Transition costs estimates:
		  o Configuration
		  o Testing
		  o Training
		  o Documentation
		  o Report development
		  o PMO
		 • Pricing for the On-Going Operations should be all-inclusive.

16	Weighting does not include the Project Overview and Objectives. Was this an oversight?	• No, this was not an oversight. We believe that the Project Overview and Objectives is intimately tied to the Work Plan and Timelines section. We will combine materials submitted for these two sections for evaluation together. This is weighted at 30% of the total evaluation.
17	At what point should the customer be asked about the survey?	• The NM HIX is looking for the Call Center Contractor to propose survey solutions that it feels would be effective and efficient. Ideally, the survey would be completed at the conclusion of the call.
18	What is the difference, if any, between New Mexico First and standard call routing models?	• The standard call routing model is not one that NM HIX is interested in pursuing. All proposals should speak to how to implement the New Mexico First Model.
19	What are the expectations and timelines for establishing third-party translation services?	• Third party translation service must be made available for any language. The NM HIX expects this to be implemented as soon as possible.
20	Is it acceptable to begin the call with options for English or Spanish (i.e., Press 1 for English; press 2 for Spanish)?	• The NM HIX expects a live person to answer the telephone.
21	What is the percentage of Spanish speaking only individuals?	• This metric is unknown at this time.
22	When developing pricing, should it be done on a per staff basis, or a per center basis?	• The NM HIX expects all pricing bids to be all-inclusive of staff, supervision, training and QA, and all other overhead costs.
23	Sections 4 & 5, no mention of being reimbursed for start-up or wind-down costs.	• Please see the budget proposal amendment at the end of this document.
24	Can you send out website link where Q&A will be posted?	• The Q&A responses will be posted at the following url: http://www.nmhix.com/rfps-rfis/

25	How should pricing be designed and implemented?	• The NM HIX is requesting three different pricing components:
		  ○ Start-Up Costs – a proposed Budget for those costs incurred during the design and implementation phase.
		  ○ On-Going Operations – the proposing vendor has options of three different pricing models. The NM HIX requests pricing on both a per hour and per call basis. The vendors have an option for a per minute pricing methodology, as well.
		  ○ Transition Costs – a proposed Budget for those costs incurred during a potential transition of call center staff to New Mexico.

26	Can NM work with vendor on establishing another 1-800 line? There is a significant time crunch in transferring over management of phone lines	• The NM HIX has established a toll free number. The NM HIX will work with the Call Center Contractor to expedite the process of transferring management of the line.
27	Is the NM HIX Board of Director's meeting on the August 28 open to the public?	• Yes, all NM HIX Board of Director's meetings are open to the public.
28	The Exchange requires "warm" transfers to be used. Can you give your definition of "Warm" transfer? I.e. is that a supervised or blind transfer?	• The NM HIX acknowledges that there are numerous variations on defining a warm transfer. For the purposes of this RFP, the NM HIX expects the Call Center's transfer be one where the Call Center Representative contacts the destination entity, introduces the caller to the destination entity, and ensures that the caller is connected with the destination entity (i.e., supervised).
29	New Mexico seems to be interested in ensuring open competition to ensure best value and service to its citizens. Will Transition Costs be excluded from the evaluation criteria in order to allow for new entrants to be given a level playing field with any New Mexico vendors?	• The NM HIX believes that the Transition costs (if exercised) are important considerations during the selection of the Call Center Contractor. As such, these costs will not be excluded from the evaluation criteria.
30	The Evaluation does not seem to emphasize the need for experience serving Medicaid/CHIP populations through contact center services, or the need to have worked for states supporting Health Insurance Exchange services. Will this be part of the qualifications being evaluated?	• The NM HIX is heavily weighting Company Experience in its evaluation.
32	Does the Exchange have its own network or an ISP network that would be used to facilitate the delivery of calls to the respondents call center and	• No, the NM HIX does not have its own network or ISP network.

	transfer calls between entities? If yes, could the exchange provide details regarding these capabilities or technologies	

33	Is Section IX. Contract Close-Out Plan (page 16) worded correctly?	• No… Section IX is amended to read like this:
		
		The contractor shall work with the Exchange to establish and document a plan to ensure the orderly turnover of all data and Agreement responsibilities five (5) business days prior to the end of the Contract period. The Contractor shall:
		    • Create a comprehensive list of data and transactions for turnover prior to Contractor go-live date; and
		    • Work with the Exchange to establish turnover timelines.
		
		The Contractor shall turnover logs and dispositions of all calls, as well as 100% of all calls recorded.

34	Does NM currently have any contact center infrastructure that could be leveraged for some period of time for the startup of this project? If so - What is the excess capacity? What is the infrastructure architecture?	• No, the NM HIX does not currently have any contact center infrastructure to leverage.

New Mexico Health Insurance Exchange
Call Center RFP

New Mexico First Model

Start-Up Costs	Operations 5 days/week	Operations 7 days/week	Operations 24 hours a day/
Total Start-Up Costs			
Configuration Costs			
Testing Costs			
Training Costs			
Documentation Costs			
Report development Costs			
PMO Costs			

	Start Date	End Date
Phase Time Period	6-Sep-13	9/30/2013

On-Going Operations	Per Minute Cost*	Per Hour Cost**	Per Call	Per Minute Cost	Per Hour Cost**	Per Call	Per Minute Cost	Per Hour Cost**	Per Call
Proposed Rate									
Maximum Contract Amount									

	Start Date	End Date	
Phase Time Period	10/1/2013	9/30/2014	*with possible extension up to December 31, 2014.*

* Use only if pricing per-handle time only; inclusive of all time (staff, supervision, training, QA, etc.)

** Hourly rate to include all Time and Expenses, including all time (including supervision, training, QA

New Mexico Health Insurance Exchange
Call Center RFP

New Mexico First Model

Transition to NM Costs***	Operations 5 days/week	Operations 7 days/week	Operations 24 hours a day/
Total Transition Costs			
Configuration Costs			
Testing Costs			
Training Costs			
Documentation Costs			
Report development Costs			
PMO Costs			

	# Days
Estimate length of time for tansition (in days)	

*** NM HIX is not requiring a New Mexico-based call center at implementation. However, over time, the NM HIX would like to transition call center capabilities to New Mexico. For this transition, please estimate costs above and beyond the pricing metric supplied in the On-Going Operations section.