

Attachment 6: Price Work Sheets

Customer Service Center Procurement Proposal Pricing

The NMHIX wishes to procure a customer service center vendor utilizing two payment methods: 1) a fixed price for Design, Implementation and Start-Up, and 2) a Per Member Per Month for the on-going operations. There are two pricing proposals being requested. The first pricing proposal assumes that the contracted Customer Service Center vendor will provide all services included in this RFP. The second pricing proposal assumes that the CSC vendor will provide staffing, training, quality assurance, and fulfillment services. The NMHIX requires both proposals to be completed.

Design, Implementation, and Start-Up

Design, Implementation, and Start-Up costs shall be paid for as follows: 25% at contract signing; 25% upon notification that Customer Service Representatives (CSRs) have completed training; and the final 50% upon successful implementation on October 1, 2014.

On-Going Operations

The on-going operational costs shall be paid on a Per Member Per Month basis, based upon the price table agreed upon by the NMHIX and the Contractor. Below, the Bidder shall include PMPM rates for ranges of NMHIX enrollment, which will be used to evaluate and compare the proposals, and shall serve as the basis for contract negotiations with the NMHIX.

The NMHIX expects the customer service center to be operational from 7 a.m. to 10 p.m. 7 days a week during the Open Enrollment period each year. During non-Open Enrollment periods, the customer service center shall be open 7 a.m. - 7 p.m., Monday through Friday. This should be assumed when pricing the on-going operations costs.

Pricing Proposal 1: All-Inclusive

DESIGN, IMPLEMENTATION, AND START-UP COSTS

Cost Category	Cost Estimates
Configuration Costs	
Testing Costs	
Training Costs	
Documentation Costs	
Report development Costs	
PMO Costs	

Total Cost \$ -

ON-GOING OPERATIONS - ALL INCLUSIVE

Per Enrollee Per Month Cost	Contract Year 1		Contract Year 2	
	Operations 5 days/week	Operations 7 days/week	Operations 5 days/week	Operations 7 days/week
	PMPM	PMPM	PMPM	PMPM
Less than 20,000				
20,001 - 40,000 Enrollees				
40,001-60,000 Enrollees				
60,001 - 80,000 Enrollees				
80,001 - 100,000 Enrollees				
100,001 Enrollees or more				

Pricing Proposal 2: Only Staffing, Training, Quality Assurance, and Fulfillment Services

DESIGN, IMPLEMENTATION, AND START-UP COSTS

Cost Category	Cost Estimates
Configuration Costs	
Testing Costs	
Training Costs	
Documentation Costs	
Report development Costs	
PMO Costs	

Total Cost \$ -

ON-GOING OPERATIONS - only Staffing, Training, Quality Assurance, and Fulfillment Services

Per Enrollee Per Month Cost	Contract Year 1		Contract Year 2	
	Operations 5 days/week	Operations 7 days/week	Operations 5 days/week	Operations 7 days/week
	PMPM	PMPM	PMPM	PMPM
Less than 20,000				
20,001 - 40,000 Enrollees				
40,001-60,000 Enrollees				
60,001 - 80,000 Enrollees				
80,001 - 100,000 Enrollees				
100,001 Enrollees or more				