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Connecticut's Official Health Insurance Marketplace

February 12, 2016

Attention: Call Center RFP Respondents

Addendum to the Request for Proposal for Call Center Services issued January 21, 2016.

This Addendum modifies and supplements the Request for Proposal for Call Center Services as well as any supplementary materials (the "RFP"). The parties agree that wherever there is any conflict between this Addendum and the RFP, the provisions of this Addendum will control.

Thank you,

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Table 1: Call Volume

(Replaces Appendix A-- Table II Call Volume)

Date	Incoming Minutes[1]	Outgoing Minutes[2]	Total Minutes	Calls Offered[3]	Calls Answered	Calls Abandoned (> 20 Seconds)	Abandonment Rate (> 20 Seconds)	Average Call Length (min)[4]
11/1/2014	1,109,759	9,895	1,119,654	74,630	57,870	13,570	18.20%	16:45
12/1/2014	1,974,261	14,793	1,989,054	140,072	110,253	25,353	18.10%	17:54
1/1/2015	1,883,159	14,027	1,897,186	120,286	112,325	5,056	4.20%	16:46
2/1/2015	2,296,917	14,805	2,311,721	162,059	134,429	21,526	13.30%	17:05
3/1/2015	1,742,516	17,848	1,760,364	121,786	112,793	5,274	4.30%	15:27
4/1/2015	1,597,812	16,788	1,614,600	111,361	104,101	5,072	4.60%	15:21
5/1/2015	1,225,472	12,499	1,237,971	91,119	80,833	7,594	8.30%	15:10
6/1/2015	1,339,476	9,151	1,348,626	98,855	79,434	16,457	16.60%	16:52
7/1/2015	1,315,107	7,546	1,322,653	91,230	81,866	6,889	7.60%	16:04
8/1/2015	1,320,932	12,465	1,333,397	84,235	77,504	4,414	5.20%	17:03
9/1/2015	1,431,236	7,918	1,439,154	91,707	79,772	9,550	10.40%	17:56
10/1/2015	1,451,640	9,263	1,460,904	96,145	80,559	12,773	13.30%	18:01
11/1/2015	1,978,421	7,942	1,986,364	121,434	113,922	5,487	4.50%	17:22
12/1/2015	2,159,595	6,865	2,166,461	159,068	142,308	13,362	8.40%	15:11

1. Total Talk Time for incoming calls.

2. Total Talk Time for outbound calls

3. Number of calls that are presented to call center.

4. Average time that a caller talks with a CCR. This is calculated as Total Talk Time / Total number of Calls answered.

5. (There is no after call work time statistic as notes are done "in call")

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Table 2: Weekly Call Distribution

Time Frame: November 1, 2014 – December 1, 2015

Day	# of Business Days	Average of Calls Offered	Average of Calls Answered	Average of Calls Abandoned (> 20 Seconds)	Average of Avg. Call Length (seconds)
Sunday	3	2,738	2,369	223	1,127
Monday	56	6,360	5,120	1,029	1,030
Tuesday	60	5,783	4,932	696	1,022
Wednesday	60	4,943	4,487	334	1,004
Thursday	57	4,778	4,395	262	988
Friday	58	4,505	4,105	291	979
Saturday	26	863	784	18	1,005

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Table 3: Daily Call Distribution

Time Frame: November 3, 2014 – December 31, 2015

Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
11/3/2014	2,948	2,818	62	1,038
11/4/2014	2,512	2,341	91	1,096
11/5/2014	2,492	2,351	77	1,020
11/6/2014	2,497	2,399	57	1,026
11/7/2014	2,364	2,195	101	996
11/10/2014	3,722	3,284	338	1,076
11/12/2014	3,790	3,438	230	1,054
11/13/2014	2,907	2,792	25	1,007
11/14/2014	3,040	2,925	37	952
11/15/2014	1,226	962	69	1,580
11/17/2014	8,643	3,398	4,648	1,551
11/18/2014	6,559	3,700	2,524	1,292
11/19/2014	5,757	3,634	1,833	1,382
11/20/2014	5,743	3,944	1,491	1,365
11/21/2014	4,415	3,935	327	1,245

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
11/22/2014	644	592	10	1,039
11/24/2014	5,804	4,143	1,399	1,325
11/25/2014	4,106	3,804	181	1,224
11/26/2014	2,700	2,573	45	1,220
11/28/2014	2,258	2,172	21	1,149
11/29/2014	503	470	4	1,106
12/1/2014	6,676	4,731	1,666	1,198
12/2/2014	6,213	5,196	853	1,155
12/3/2014	5,910	4,842	915	1,126
12/4/2014	5,463	4,917	418	1,100
12/5/2014	5,006	4,504	363	1,090
12/6/2014	684	652	1	1,091
12/8/2014	6,433	4,747	1,387	1,184
12/9/2014	7,400	4,692	2,396	1,180
12/10/2014	6,410	4,485	1,687	1,170
12/11/2014	7,053	5,257	1,560	1,059
12/12/2014	9,419	6,983	2,099	875
12/13/2014	2,651	2,472	31	1,005
12/14/2014	820	572	61	1,069
12/15/2014	18,533	7,840	10,014	1,238

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
12/16/2014	6,815	5,923	767	1,142
12/17/2014	5,771	5,432	222	995
12/18/2014	5,686	5,268	258	991
12/19/2014	5,001	4,741	147	1,037
12/20/2014	502	478	2	990
12/22/2014	4,261	4,175	28	1,003
12/23/2014	3,218	3,131	34	981
12/24/2014	1,337	1,300	7	973
12/26/2014	2,784	2,735	16	993
12/27/2014	487	426	-	906
12/29/2014	6,838	6,353	318	1,066
12/30/2014	5,612	5,417	80	1,015
12/31/2014	3,089	2,984	23	921
1/2/2015	4,919	4,769	52	966
1/3/2015	467	436	5	967
1/5/2015	7,127	6,403	433	1,027
1/6/2015	6,223	5,882	214	1,062
1/7/2015	5,390	5,147	139	1,038
1/8/2015	5,155	4,978	69	1,012
1/9/2015	4,466	4,315	50	981

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
1/10/2015	569	521	1	829
1/12/2015	6,671	6,440	112	959
1/13/2015	5,774	5,601	84	978
1/14/2015	5,938	5,690	129	955
1/15/2015	6,381	6,202	58	1,004
1/16/2015	4,948	4,808	45	915
1/17/2015	574	535	2	1,040
1/20/2015	9,617	7,309	2,049	1,019
1/21/2015	7,385	6,824	364	967
1/22/2015	6,783	5,877	745	1,158
1/23/2015	5,484	5,361	33	934
1/24/2015	599	561	6	880
1/26/2015	4,602	4,492	29	1,023
1/27/2015	1,751	1,600	35	1,145
1/28/2015	6,409	6,168	129	1,059
1/29/2015	6,153	5,965	59	1,006
1/30/2015	5,980	5,713	136	1,012
1/31/2015	921	728	78	1,013
2/2/2015	5,855	4,491	1,183	1,130
2/3/2015	7,424	6,856	427	1,047

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2/4/2015	7,641	6,916	556	1,027
2/5/2015	7,850	6,887	563	1,014
2/6/2015	6,651	6,212	310	1,070
2/7/2015	1,044	946	17	1,028
2/9/2015	9,656	7,496	1,913	1,126
2/10/2015	9,610	7,850	1,479	1,090
2/11/2015	10,794	8,380	2,153	1,131
2/12/2015	10,579	8,314	1,973	1,081
2/13/2015	13,067	7,992	4,604	1,148
2/14/2015	4,185	3,777	55	1,074
2/15/2015	6,894	6,120	606	1,158
2/17/2015	9,447	4,744	4,632	1,011
2/18/2015	8,425	7,494	435	951
2/19/2015	7,526	7,017	140	954
2/20/2015	6,353	6,009	50	916
2/23/2015	6,499	6,065	34	860
2/24/2015	5,981	5,582	65	865
2/25/2015	5,628	5,207	157	898
2/26/2015	5,357	4,926	58	927
2/27/2015	5,593	5,148	116	908

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
3/2/2015	6,903	6,001	468	915
3/3/2015	5,868	5,487	87	889
3/4/2015	5,257	4,881	111	922
3/5/2015	4,868	4,686	54	923
3/6/2015	4,652	4,518	41	910
3/9/2015	5,907	5,486	258	944
3/10/2015	5,521	5,336	52	886
3/11/2015	5,230	4,982	98	890
3/12/2015	5,508	5,230	144	859
3/13/2015	5,688	5,257	304	935
3/16/2015	7,456	6,294	932	976
3/17/2015	5,946	5,505	275	954
3/18/2015	5,305	5,073	101	963
3/19/2015	4,813	4,662	42	947
3/20/2015	4,202	4,090	27	948
3/23/2015	6,491	5,561	701	970
3/24/2015	5,538	5,233	178	935
3/25/2015	4,899	4,612	175	909
3/26/2015	4,594	4,342	139	926
3/27/2015	4,769	4,544	132	858

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3/30/2015	6,467	5,502	742	960
3/31/2015	5,904	5,511	213	954
4/1/2015	5,679	5,422	168	958
4/2/2015	4,428	4,334	32	919
4/3/2015	2,532	2,470	13	849
4/4/2015	303	274	1	924
4/6/2015	6,770	5,965	666	951
4/7/2015	5,848	5,454	306	914
4/8/2015	4,872	4,642	152	920
4/9/2015	4,488	4,354	77	904
4/10/2015	4,405	4,215	105	899
4/11/2015	445	381	4	841
4/13/2015	6,392	5,479	753	961
4/14/2015	5,673	5,320	254	907
4/15/2015	5,432	5,006	305	936
4/16/2015	4,617	4,418	111	924
4/17/2015	4,164	3,958	129	929
4/18/2015	286	268	2	939
4/20/2015	5,996	5,387	494	991
4/21/2015	4,939	4,710	139	934

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
4/22/2015	4,350	4,235	63	902
4/23/2015	4,291	4,096	93	877
4/24/2015	3,908	3,802	43	868
4/25/2015	330	301	1	770
4/27/2015	5,689	5,118	439	950
4/28/2015	5,094	4,880	130	917
4/29/2015	4,765	4,527	154	914
4/30/2015	5,665	5,085	438	869
5/1/2015	3,999	3,808	106	829
5/4/2015	5,280	4,744	368	897
5/5/2015	4,985	4,462	363	912
5/6/2015	4,174	4,019	79	864
5/7/2015	3,768	3,628	67	853
5/8/2015	3,587	3,483	33	812
5/11/2015	5,185	4,629	397	940
5/12/2015	5,087	4,626	346	934
5/13/2015	4,213	3,698	389	948
5/14/2015	4,219	3,876	218	895
5/15/2015	3,792	3,471	220	932
5/18/2015	6,258	4,303	1,654	955

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5/19/2015	5,742	4,275	1,203	964
5/20/2015	4,494	4,046	332	920
5/21/2015	3,822	3,554	173	897
5/22/2015	3,599	3,313	196	839
5/26/2015	5,593	4,749	663	922
5/27/2015	4,748	4,291	308	936
5/28/2015	4,299	3,964	216	931
5/29/2015	4,275	3,894	263	966
6/1/2015	5,935	3,682	2,001	1,019
6/2/2015	5,405	3,921	1,331	1,050
6/3/2015	4,283	3,913	269	940
6/4/2015	4,293	3,836	350	924
6/5/2015	3,789	3,541	159	922
6/8/2015	5,335	4,092	1,099	960
6/9/2015	5,291	3,979	1,151	978
6/10/2015	4,191	3,633	440	962
6/11/2015	4,205	3,587	496	976
6/12/2015	4,074	3,280	664	1,011
6/15/2015	6,364	3,370	2,651	1,113
6/16/2015	4,927	3,576	1,182	1,088

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
6/17/2015	4,068	3,376	593	1,061
6/18/2015	3,964	3,716	164	958
6/19/2015	3,532	3,186	263	990
6/22/2015	4,888	3,805	930	1,096
6/23/2015	4,163	3,643	420	1,050
6/24/2015	3,679	3,512	71	982
6/25/2015	3,423	3,279	61	1,016
6/26/2015	3,446	2,842	494	1,035
6/29/2015	4,879	3,763	955	1,101
6/30/2015	4,721	3,902	713	1,045
7/1/2015	3,427	3,243	116	990
7/2/2015	3,752	3,535	143	942
7/6/2015	5,114	3,416	1,372	1,075
7/7/2015	4,630	3,790	713	1,076
7/8/2015	4,037	3,734	207	988
7/9/2015	3,578	3,457	51	926
7/10/2015	3,697	3,176	433	936
7/13/2015	4,787	3,996	615	882
7/14/2015	4,678	4,411	168	945
7/15/2015	4,653	4,150	379	1,018

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7/16/2015	3,779	3,598	90	1,043
7/17/2015	3,258	3,054	118	1,000
7/20/2015	5,198	5,065	18	417
7/21/2015	4,744	4,085	562	1,086
7/22/2015	4,227	4,020	125	992
7/23/2015	3,690	3,476	127	1,042
7/24/2015	3,551	3,259	178	1,004
7/27/2015	5,365	4,169	1,020	1,029
7/28/2015	4,274	4,100	91	999
7/29/2015	3,776	3,611	88	1,021
7/30/2015	3,602	3,379	141	998
7/31/2015	3,413	3,142	134	1,004
8/3/2015	4,955	4,253	579	1,074
8/4/2015	4,891	4,216	569	1,039
8/5/2015	4,043	3,765	174	1,027
8/6/2015	3,826	3,621	116	912
8/7/2015	3,611	3,296	233	1,036
8/10/2015	4,645	4,007	488	1,054
8/11/2015	4,441	4,089	235	1,068
8/12/2015	3,761	3,606	63	998

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8/13/2015	3,887	3,507	117	1,013
8/14/2015	3,292	3,110	121	1,046
8/17/2015	4,397	3,983	315	1,061
8/18/2015	4,324	3,976	99	963
8/19/2015	3,501	3,330	89	991
8/20/2015	3,581	3,413	82	982
8/21/2015	3,524	3,206	202	1,011
8/24/2015	4,370	3,930	330	1,061
8/25/2015	3,996	3,804	107	990
8/26/2015	3,509	3,389	70	1,032
8/27/2015	3,394	3,227	98	1,036
8/28/2015	3,618	3,306	226	1,040
8/31/2015	4,669	4,470	101	1,022
9/1/2015	4,503	4,267	123	1,055
9/2/2015	4,377	3,931	361	1,079
9/3/2015	4,076	3,809	163	1,063
9/4/2015	3,785	3,494	226	1,092
9/8/2015	5,024	4,465	459	1,058
9/9/2015	4,648	3,961	538	1,077
9/10/2015	4,593	3,946	565	1,051

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9/11/2015	4,599	3,953	470	1,025
9/14/2015	5,625	3,485	1,835	1,107
9/15/2015	4,957	4,045	786	1,099
9/16/2015	4,314	3,452	748	1,127
9/17/2015	3,907	3,469	345	1,099
9/18/2015	3,951	3,538	318	1,070
9/21/2015	5,273	4,173	911	1,161
9/22/2015	4,526	4,122	303	1,105
9/23/2015	3,817	3,656	89	1,063
9/24/2015	3,285	3,211	29	1,065
9/25/2015	3,416	3,245	117	1,039
9/28/2015	4,502	3,992	407	1,056
9/29/2015	4,249	3,842	329	1,055
9/30/2015	4,280	3,716	428	1,060
10/1/2015	4,335	3,619	594	1,117
10/2/2015	4,346	3,639	586	1,125
10/5/2015	5,779	4,030	1,495	1,139
10/6/2015	5,469	4,127	1,126	1,144
10/7/2015	5,026	3,727	1,078	1,148
10/8/2015	4,657	3,744	764	1,123

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10/9/2015	4,155	3,311	711	1,126
10/13/2015	7,016	4,296	2,340	1,185
10/14/2015	5,725	4,321	1,168	1,191
10/15/2015	4,811	4,177	504	1,064
10/16/2015	4,224	3,946	220	1,072
10/19/2015	4,758	4,376	282	1,077
10/20/2015	4,408	4,138	192	1,030
10/21/2015	3,804	3,725	32	995
10/22/2015	3,362	3,299	13	983
10/23/2015	3,457	3,362	38	958
10/26/2015	5,463	4,269	1,044	1,089
10/27/2015	4,390	4,013	308	1,056
10/28/2015	3,946	3,666	213	997
10/29/2015	3,530	3,426	29	990
10/30/2015	3,484	3,348	36	1,030
11/1/2015	499	414	1	1,154
11/2/2015	8,102	5,087	2,419	1,299
11/3/2015	7,264	6,636	500	1,245
11/4/2015	6,491	6,173	223	1,192
11/5/2015	5,859	5,797	12	1,162

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11/6/2015	5,407	5,337	22	1,105
11/7/2015	639	605	6	1,100
11/9/2015	7,222	7,011	146	1,045
11/10/2015	6,569	6,399	93	1,028
11/12/2015	7,675	7,411	185	1,005
11/13/2015	6,216	6,119	54	1,036
11/14/2015	826	690	90	1,225
11/16/2015	7,059	6,904	86	993
11/17/2015	5,795	5,702	40	1,019
11/18/2015	5,082	4,986	56	1,004
11/19/2015	5,227	5,142	37	976
11/20/2015	5,341	5,209	85	935
11/21/2015	652	624	1	1,051
11/23/2015	6,406	6,313	34	929
11/24/2015	6,133	6,035	36	888
11/25/2015	3,500	3,395	34	890
11/27/2015	2,773	2,724	9	990
11/28/2015	711	669	24	1,009
11/30/2015	9,986	8,540	1,294	976
12/1/2015	7,746	7,510	142	971

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
12/2/2015	7,034	6,902	73	979
12/3/2015	6,461	6,338	51	943
12/4/2015	6,930	6,195	617	658
12/5/2015	969	897	40	1,013
12/7/2015	9,016	8,273	598	962
12/8/2015	7,266	6,943	247	964
12/9/2015	7,081	6,660	345	966
12/10/2015	6,781	6,574	131	939
12/11/2015	6,511	6,424	21	849
12/12/2015	1,184	1,139	12	946
12/14/2015	12,678	9,337	2,723	1,013
12/15/2015	19,797	12,257	6,587	1,003
12/16/2015	7,842	7,472	210	911
12/17/2015	6,156	5,910	169	900
12/18/2015	4,576	4,516	30	857
12/19/2015	601	566	1	901
12/21/2015	6,902	6,467	244	802
12/22/2015	5,608	5,401	70	823
12/23/2015	4,330	4,251	53	826
12/24/2015	1,369	1,340	3	792

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Day	Calls Offered	Calls Answered	Calls Abandoned (> 20 Seconds)	Avg. Call Length (seconds)
12/26/2015	429	415	7	858
12/28/2015	7,407	7,132	212	848
12/29/2015	5,759	5,046	600	912
12/30/2015	5,837	5,625	142	884
12/31/2015	2,798	2,718	34	853
Grand Total	1,563,987	1,367,969	152,377	321,865

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Table 4: Pricing/Cost Proposal Sumbission

This table replaces Appendix D—Pricing/Cost Submission, Part II: Exchange Proposal Pricing Grids "Grid A. Exchange Ongoing Operations- QHP" and Grid B "Exchange Ongoing Operations- Medicaid"

A. EXCHANGE ONGOING OPERATIONS –QHP: VENDOR MANAGED CRM

Number of Members	PMPM				
	Ongoing Operations Year 1	Ongoing Operations Year 2	Ongoing Operations Year 3	Ongoing Operations Opt Year 4*	Ongoing Operations Opt Year 5*
1 – 75,000					
75,001 – 85,000					
85,001 – 95,000					
95,001 – 105,000					
105,001 – 115,000					
115,001 – 125,000					
125,001 – 135,000					
Over 135,001					

EXCHANGE ONGOING OPERATIONS –QHP: EXCHANGE MANAGED CRM

Number of Members	PMPM				
	Ongoing Operations Year 1	Ongoing Operations Year 2	Ongoing Operations Year 3	Ongoing Operations Opt Year 4*	Ongoing Operations Opt Year 5*
1 – 75,000					
75,001 – 85,000					
85,001 – 95,000					
95,001 – 105,000					
105,001 – 115,000					
115,001 – 125,000					
125,001 – 135,000					
Over 135,001					

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Table 4: Pricing/ Cost Proposal Submission

This table replaces Appendix D—Pricing/Cost Submission, Part II: Exchange Proposal Pricing Grids "Grid A. Exchange Ongoing Operations- QHP" and Grid B "Exchange Ongoing Operations- Medicaid"

B. EXCHANGE ONGOING OPERATIONS –MEDICAID: VENDOR MANAGED CRM

Number of Members	PMPM				
	Ongoing Operations Year 1	Ongoing Operations Year 2	Ongoing Operations Year 3	Ongoing Operations Opt Year 4*	Ongoing Operations Opt Year 5*
1 – 500,000					
500,000 – 550,000					
550,001 – 600,000					
600,001 – 650,000					
650,001 – 700,000					
700,001 – 750,000					
Over 750,000					

B. EXCHANGE ONGOING OPERATIONS –MEDICAID: Exchange MANAGED CRM

Number of Members	PMPM				
	Ongoing Operations Year 1	Ongoing Operations Year 2	Ongoing Operations Year 3	Ongoing Operations Opt Year 4*	Ongoing Operations Opt Year 5*
1 – 500,000					
500,000 – 550,000					
550,001 – 600,000					
600,001 – 650,000					
650,001 – 700,000					
700,001 – 750,000					
Over 750,000					