

ADDENDA 1**For The Connecticut Health Insurance Exchange d/b/a Access Health CT
Request for Proposals (RFP) for Call Center Services dated January 21, 2016**

The schedule below replaces the original one found on page 13 of the RFP, Section 3 – Instructions to Respondents:

A. Proposal Schedule Key Dates (Revisions in red)

Activity	Date
Issuance of RFP	1/21/2016
Notice of Intent to Bid	1/25/16
Written questions due by	1/29/2016 @ 12:00 PM EST
Answers posted by	2/12/2016 @ 5:00 PM EST
Proposals due by	2/29/2016 @ 4:00 EST
Targeted Notification to Finalists of Presentation Date(s)	3/11/16
Expected Oral Presentation for Selected Finalists	3/16/2016 – 3/18/2016
Respondent Award	3/24/2016
Contract Start Date	4/15/2016
Final Transition Activities Completed from existing Vendor	8/1/2016
Ready to Commence Full Contract Operational Services	9/1/2016

The schedule below replaces the original one found on page 24 of the RFP, Section 4 – Scope of Work:

D. Transition Timeline/Key Dates (Revisions in red)

Event	Date	Notes
Respondent Award	March 24, 2016	
Contract Signing	April 15, 2016 (or 15 days from award)	
Final Transition Work-plan Review and Approved by Exchange	April 16, 2016 (or 30 days from award)	
Go LIVE Plan Review and Approved by the Exchange	May 01, 2016 (or 45 days from award)	
Commence Staged Production Rollout/Call Intake	June 15, 2016 (or 90 days from award)	
Final 2016/2017 Budget Targets	June 1, 2016	
Final 2016/2017 Performance Targets	July 1, 2016	
Prior Vendor Contract Expiration	August 31, 2016	
OE 2016/17 Full Training and Hiring Commencement	On or before August 1, 2016	
OE 2016/17 Training and Certifications Complete	October 1, 2016	