

AHCT CONTACT CENTER RECEIVED QUESTIONS

| | QUESTIONS | ANSWER | NOTES |
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| | Can AHCT please clarify-of the 83% of calls in regards to Medicaid received – are these handled by the current call center or transferred to the DSS Benefit center thru the IVR? | The 83% of Medicaid calls referenced are handled by AHCT’s Contact Center. | |
| | Can AHCT please provide the current average call handle time? | The current average call handle time is 16.5 minutes. | |
| | Does AHCT envision that the contact center staff will track system tickets? | We expect Contact Center supervisors to open a ticket for system issues or problems. | |
| | Can AHCT confirm any contract terms (number of years for contract) should an RFP be issued? | It is anticipated that if AHCT issues an RFP, the resulting contract would be for a term of 3 years. | |
| | For the existing vendor, what are the types and number of records that need to be transitioned to a new vendor’s system? What is the size of the database? What format are the records in? | It is anticipated that if AHCT issues an RFP, this information would be detailed therein | |
| | To keep jobs in Connecticut while providing a more cost effective approach, would AHCT consider allowing “work at home” staff? | Yes, AHCT would consider work at home arrangements if required security standards are met. | |
| | Would AHCT be interested in a vendor with multiple locations (outside of Connecticut) for added flexibility, and cost savings? | Yes,, but there must be at least one location in Connecticut. | |
| | Does AHCT anticipate major operational or technical changes that would affect future open enrollment periods? | Not at this time. | |
| | Can AHCT provide the desired hours | Hours of operation vary based on the time of year. Currently, Non | |

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| | of operation for the contact center? | Open Enrollment hours are Monday through Friday 9am to 4 pm. Open Enrollment hours are Monday through Friday 8am to 6pm, Saturday 10am to 3pm, and on enrollment close dates 8am to midnight. | |
| | Can AHCT clarify what technology the vendor is expected to provide? | It is anticipated that if AHCT issues an RFP, this information would be detailed therein. | |
| | Whether companies from Outside USA can apply for this? (From India or Canada) | AHCT is seeking responses from domestic companies. | |
| | Whether we need to come over there for meetings? | There will be no meetings related to RFI responses. | |
| | Can we perform the tasks (related to RFP) outside USA? (From India or CANADA) | AHCT is seeking responses from domestic companies. | |
| | Can we submit our proposals via email? | Responding companies must respond via email. | |
| | Would the State agree to release the names of those companies that submit questions, as well as final responses, regarding this RFI? | The question/answer process is intended to aid companies in understanding the RFI so they may provide responsive information. AHCT does not view this question as relevant to that purpose. | |
| | We acknowledge the 30 page limit for our response, as well as that the introductory letter will not count towards this total. Can we assume that the length of any appendices to our response (such as copies of benchmarking results) will be excluded from this total as well? | Yes, appendices are excluded from the 30 page limit. | |

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| | <p>We are a Contact Center management company, but do not have direct ACA Exchange experience. Will our RFI and RFP responses be considered?</p> | <p>Yes, your RFI response would be considered.</p> | |
| | <p>We have over 40 years of call center experience, but none specifically doing this type of work. Does this preclude our company from qualifying as a contender for the RFI?</p> | <p>Please see the answer above.</p> | |
| | <p>Is “Access Health CT” looking for a single vendor to deliver both Contact Center (CC) technology and Agents for their call center environment.</p> | <p>Yes, if AHCT issues an RFP it would be for both technology and agents.</p> | |
| | <p>Is vendor allowed to bid only for Contact Center (CC) Implementation and CC Technology support services?</p> | <p>No. See the answer above</p> | |
| | <p>Is “Access Health CT” looking for Cloud or Premised Contact Center platform?</p> | <p>AHCT currently has a Premised Contact Center platform but may consider a cloud based option.</p> | |
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| | <p>We need details of the existing Contact Center platform / Technology used? Are the following services mandatory for a single vendor to provide or can we sub-contract or request “Access Health CT” to sub contract.</p> <ul style="list-style-type: none"> • Toll Free Network Service • Toll Free Network Routing Platform • Exchange -Developed Customer and Worker Portal Health Exchange platform • Web-Based Self-Registration Application with Exchange Provided | <p>It is anticipated that if AHCT issues an RFP, this information would be detailed therein.</p> | |

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| | Registration Technical Assistance | | |
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