

**State Of Oklahoma  
Oklahoma Health Care Authority**

**AMENDMENT OF SOLICITATION**

Date of Issuance: May 8, 2012  
Requisition No: 8070000465

Solicitation No. 8070000465  
Amendment No. 1

Hour and date specified for receipt of offers is changed:  No  Yes, to: June 6, 2012 3:00 PM CST/CDT

Pursuant to OAC 580:15-4-5(c)(5), this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
  - (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation amendment deadline. All acknowledgements separately shall have number and bid printed clearly on the envelope.
- Kimberely Helton  
Contracting Officer  
(405) 522-7465  
[Kimberely.helton@okhca.org](mailto:Kimberely.helton@okhca.org)
- submitted the solicitation opening date front of the

**ISSUED BY AND RETURN TO:**  
Oklahoma Health Care Authority  
Contracts Development Unit  
2401 N.W. 23rd Street, Suite 1-A  
Oklahoma City, OK 73107-2423

**Description of Amendment:**

- a. This is to incorporate the following:
  1. Clarification on risk
  2. Questions and Answers to the RFP
  3. Attachment A – Replaced
  4. Attachment G – Revised
  5. Bidders Library - Revised
- b. All other terms and conditions remain unchanged.

\_\_\_\_\_  
Supplier Company Name (PRINT)

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Supplier Authorized Signature Certified This Date

\_\_\_\_\_  
Title

## Discussion of Risk Plan and Pricing Risk

During the pre-education phase, there was a discussion about the Risk Assessment Plan and pricing risk in the Bidder's cost proposal.

Per Section B.6 of the RFP, the Risk Assessment Plan includes major risks that the Bidder does not control, sometimes called "non-technical risk". As stated, this Plan should NOT include risks that the bidder can control ("technical risk"), for example, the risk of having poorly trained call agents. The Plan SHOULD include major risks that the Bidder does not control, whether or not the Bidder is financially responsible for the risk. For example, in this pricing structure, the Bidder is financially responsible for disaster recovery. However, the Bidder is NOT financially responsible for increases in SoonerCare membership since OHCA is paying per member. Both non-technical risk that is the Bidder's financial responsibility and non-technical risk that is OHCA's financial responsibility may be addressed in the Bidder's Risk Assessment Plan.

The Bidder may price any of the non-technical risk (risk out of its control) for which it is financially responsible into its Cost Proposal. If the Bidder wishes to price ways to mitigate the risk for which OHCA is financially responsible, the Bidder should use the Value Added Plan for this pricing.

#	RFP Section	RFP Page	Question	Answer
1	General		Does OHCA provide a workforce management system (WFM)? If so, will vendors have access to it to help manage staffing levels, etc.?	No, OHCA does not provide a workforce management system.
2	General		When do the current contracts with HP and LifeCare for this scope of work end?	The HP and LifeCare contracts are extended through September 30, 2012. OHCA may extend both contracts on a month to month basis as needed through December 31.
3	General		<p>Please describe the completed proposal package:</p> <p>a) Is a cover letter permitted?</p> <p>b) What page / form should vendors sign?</p> <p>c) Should the Oklahoma Health Care Authority Solicitation Request (Solicitation Package Page 1) be included in the proposal package?</p>	<p>A cover letter is not permitted. A revised Attachment A Proposal Cover Page &amp; Certification Exception form is provided below.</p> <p>The completed proposal package will be comprised of the following completed forms:</p> <ol style="list-style-type: none"> <li>1. Attachment A Proposal Cover Page &amp; Certification Exceptions</li> <li>2. Signed Amendment to the RFP</li> <li>3. Attachment B Project Capability Submittal Checklist</li> <li>4. Attachment B-1 Project Capability Plan</li> <li>5. Attachment B-2 Risk Assessment Plan</li> <li>6. Attachment B-3 Value Added Plan</li> <li>7. Attachment C Past Performance Narrative</li> <li>8. Attachment D Reference List And PPI Scoresheet for all Critical Team Entities/Individuals</li> <li>9. Attachment E All Survey Questionnaires for All Critical Team Entities/Individuals</li> <li>10. Attachment F Milestone Schedule</li> <li>11. Attachment G Cost Proposal</li> </ol>
4	General		Can you please provide OHCA's Advanced Planning Document (APD)?	OHCA does not have an associated APD for this contract.

#	RFP Section	RFP Page	Question	Answer
5	General		Please provide the membership count for the last calendar year.	<p>Per Fast Fact Reporting (available at: <a href="http://www.okhca.org/research.aspx?id=87">http://www.okhca.org/research.aspx?id=87</a>) the current member count including SoonerCare and Insure Oklahoma is 795,330.</p> <p>Average Member Count for 2010, Jan-Dec: 735,587 Average Member Count for 2011, Jan-Dec: 741,208</p> <p>Please see the OHCA website Membership Fast Facts for complete current and archived information about members enrolled in benefit programs.</p>
6	Solicitation Package	1	Bidder's Name, FEI/SSN, Worker's Compensation Insurance Coverage, etc. The form that is page 1 of the Solicitation Package requires Bidder Identification information as well as direction to include a certificate of Insurance with Solicitation Response. The Solicitation Package directions on page 10 do not specify where in the Proposal Submission to place this completed form. Please clarify where this form and the certificate of insurance are to be placed in the proposal submission or whether they are to be submitted as documents separate from the proposal submission.	See question 3.
7		1	Should the vendor opt to use a subcontractor, does page 1 need to be completed by both the primary contractor and subcontractor (including Workers' Compensation certificate and Filing # for Secretary of State)?	Only the Bidder needs to complete Attachment A. Per contract terms, subcontractors must meet all requirements.
8	Overview	1	MMIS Access and Data Entry: What is the file format of the data transfer (mentioned on pages 2-3), if the vendor elects to use their own call tracking system?	The file format is pipe-delimited flat files.
9	Overview	1	Current Website and Email Operations: Will the vendors be able to "hot link" health resources to the OHCA web site as part of their value added offerings?	The Bidder may use its expertise and experience to propose this or other solutions.

#	RFP Section	RFP Page	Question	Answer												
10	Overview	2	Is the MMIS the only state system/application Contractor staff will be expected to use for any purpose? If not, will you please list all the systems/applications Contractor staff will need to use and whether there will be training and documentation available when implementation starts?	<p>All information on SoonerCare Providers, Members, Claims and associated data is available in the MMIS system. Training and documentation will be provided for start-up staff as detailed, with ongoing training the responsibility of the successful vendor.</p> <p>The software that is used on the HP BPO Telephony Platform is as follows:</p> <table border="1"> <thead> <tr> <th>Current Software</th> <th>Users</th> </tr> </thead> <tbody> <tr> <td>Avaya IP Agent R7.0*</td> <td>All Agents</td> </tr> <tr> <td>Avaya CMS Supervisor R16.0</td> <td>Supervisors</td> </tr> <tr> <td>NICE Perform R3.0</td> <td>Supervisors</td> </tr> <tr> <td>HP CTI Lite</td> <td>All Agents</td> </tr> <tr> <td>OKMMIS Call Tracking</td> <td>All Agents</td> </tr> </tbody> </table> <p><i>*Migrate to Avaya One-X in 2012</i></p>	Current Software	Users	Avaya IP Agent R7.0*	All Agents	Avaya CMS Supervisor R16.0	Supervisors	NICE Perform R3.0	Supervisors	HP CTI Lite	All Agents	OKMMIS Call Tracking	All Agents
Current Software	Users															
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HP CTI Lite	All Agents															
OKMMIS Call Tracking	All Agents															
11	Overview	2	Can the state provide additional detail regarding the state MMIS? Is this a web interface system, thin client Citrix platform, or mainframe system?	The interChange Medicaid Management Information System (MMIS) from HP is a browser-based, healthcare administration platform and integrated system that adjudicates patient claims and reimburses providers.												
12	Overview	3	Will the vendor be able to incorporate web self-service functionality into the provider and recipient portals that are under development?	The Bidder may use its expertise and experience to propose solutions which will meet OHCA goals. The provider and member portals are currently under construction and not yet available. OHCA will work with the successful Bidder and its fiscal agent, HPES, to make changes that are in the best interest of OHCA.												

#	RFP Section	RFP Page	Question	Answer
13	Overview A.10	2 7	<p>“Telephony Platform</p> <p>HPES operates a telephony platform for OHCA and its agents. OHCA anticipates that the CRM vendor will use this switch and telephony platform to facilitate reporting of metrics and transfer of calls and other inquiries to the OHCA and HPES call agents. More information about hardware and software requirements can be found in the RFP Library. However, vendors may propose an alternative approach if they believe that they can submit a competitive proposal that will meet OHCA goals and requirements.”</p> <p>Please confirm that vendors choosing to propose an alternative approach to the telephony platform are required to cost for this alternative within the \$3,000,000 budget specified from the Date of Award through June 30, 2013, and the ongoing \$6,000,000 annual budget, so that all vendors are evaluated equally.</p>	<p>For the use of the HPES telephone platform, OHCA incurs a cost of \$658 per seat for initial set up and \$97.47 per month per seat for the vendor’s agents. This cost is budgeted in the HPES contract and is not included in the budget for the CRM.</p> <p>If the Bidder uses its expertise to provide an alternative solution that meets OHCA goals and does not require OHCA to pay these amounts to HPES, OHCA will incorporate this savings into its evaluation of the Bidder’s cost proposal. If Bidder is not using the telephony platform in its proposal, the Bidder should indicate this on Attachment G Cost Proposal.</p> <p>If preferred, Bidders may also propose the use of an alternative telephony platform in their Value Added Plan and assume use of the OHCA Platform in their Cost Proposal.</p>
14			Are you open to having the agents reside within the vendor’s call centers or do you require that the vendor manage employees in your facilities?	OHCA anticipates that the tier 2 Online Enrollment staff would be located at OHCA offices and that OHCA would provide their day-to-day supervision. The Bidder may use its expertise to propose an alternative solution in the Value Added Plan.
15			Are you open to a vendor that is located out-of-state or is the Oklahoma City-base office a requirement?	The Oklahoma City-based call center for all inbound agents is a requirement. The Bidder may propose an option in its Value Added Plan that does not include an Oklahoma City-based center.
16			Do you have specific skill set requirements for the agents? Do you have licensing requirements?	The Bidder may use its expertise and experience to define appropriate skill sets for incorporation into the OHCA call system. OHCA set no licensing requirements; again the Bidder should use its expertise to determine what licensing may be required.

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17			<p>What is the estimated monthly call volume for this program?</p> <p>In the RFP Library All Call Units Metrics document are you looking to outsource the Call Units that are currently located at OHCA or COP?</p>	<p>The average monthly call volume is 133,910. Please see the RFP Library for all available historical information on monthly call volumes.</p> <p>OHCA has no plans to outsource its internal call centers or the COP call unit, but the Bidder may propose this in its Value Added Plan if desired.</p>
18			<p>What is the training length?</p>	<p>The Bidder should use its expertise and experience to establish training requirements that will meet OHCA goals. Section A.3.5 indicates what training assistance OHCA is willing to provide.</p>
19	A.2		<p>Would the 10 CSRs requested for Online Enrollment Tier 2 inquiries handle calls from members, providers or both?</p>	<p>These agents will generally handle calls from members or potential members.</p>
20	A.2	4	<p>“Using CRM interactions to assist in maintaining accurate contact information for members and providers (primarily address, phone, fax, email)” Will this include update capability in the MMIS for all call center agents? If yes, what does OHCA estimate the average number of seconds required for this activity?</p>	<p>The Bidder should use its expertise and experience to determine the most effective way to ensure that contract information is properly updated in the MMIS. This could include update access to the MMIS at the Contractor’s site.</p> <p>OHCA does not have good data about the amount of time required to make a change, but anecdotal evidence from current staff indicates that 1-5 minutes is required depending on the complexity of the change.</p>
21	A.2	5	<p>“Additional requirements for the CRM include quarterly outbound calling of primary care providers after 5 PM to ensure that after-hours telephone access is provided and short telephone surveys (5-10 questions) of members and providers.”</p> <p>How many phone calls does OHCA anticipate the contractor will need to make each quarter?</p>	<p>Currently, there are 810 calls per quarter, but this might increase slightly as OHCA adds primary care providers.</p>

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22	A.2	5	<p>“Additional requirements for the CRM include quarterly outbound calling of primary care providers after 5 PM to ensure that after-hours telephone access is provided and short telephone surveys (5-10 questions) of members and providers.”</p> <p>How many providers are required to be contacted quarterly? Is the outbound calling intended to be done by a CSR or by an automated survey system?</p>	<p>See number 21.</p> <p>The Bidder should use its expertise and experience to determine the most effective way to complete the outbound calling campaigns.</p>
23	A.2	5	<p>“Provider contracting requirements and other provider requirements, policies and procedures, including provider demographic information updates, and application status;”</p> <p>Will this include information entry capability in the MMIS for all call center agents? What is the estimated average number of seconds/minutes required for this activity?</p>	<p>See question 20.</p>
24	A.2	5	<p>“The general types of inquiries from members, providers, and others that OHCA expects the Contractor to effectively handle include the following: Insure Oklahoma Employer-Sponsored Insurance information, requirements, and enrollment for participating employers, insurance agents, and private insurers (Depending on implementation of the Affordable Care Act, this function may terminate December 31, 2013).”</p> <p>Are Insure Oklahoma - Employer calls in scope as mentioned here or out of scope as shown in the Bidder’s Library?</p>	<p>The Insure Oklahoma – Employer calls are in scope. These calls are included in the metrics shown for Insure Oklahoma Call Center. These represent both Tier 1 and Tier 2 calls so they likely overstate the calls that the Contractor would handle.</p>

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25	A.2	5	<p>“The general types of inquiries from members, providers, and others that OHCA expects the contractor effectively handle include the following:</p> <ul style="list-style-type: none"> <li>• Member eligibility requirements and enrollment processes in all OHCA programs, including member demographic information updates, application status;”</li> </ul> <p>Currently this activity is performed by OHCA. Please provide time required to perform this function.</p>	See question 20.
26	A.3.3		<p>OHCA Responsibilities: Will copies of the mailings be made available prior to their being mailed? If so, what is the expected length of time prior to mailing should the vendor expect to receive the mailings?</p> <p>In the event OHCA is unable to provide adequate notice prior to any mailings, program changes or events that significantly increase the number of inquiries, will this unexpected increase be factored into determining whether performance targets were achieved?</p> <p>What format is preferred for transferring electronic data on members and providers?</p>	<p>Generally, OHCA will be able to provide letters to the Contractor 5-10 days before the letters are received by members or providers, but in some cases this may not be possible. The Contractor may occasionally receive letters on the day that they are actually mailed which would be only a day or two before they are received by members or providers.</p> <p>The Bidder should use its expertise and experience in proposing a performance measurement system.</p> <p>Please see Question 8 regarding file formats.</p>
27	A.3 – Bullet #2	5	<p>“Record all calls using its MMIS and make these recordings available to the Contractor if the Contractor uses OHCA’s telephony platform;”</p> <p>Is OHCA referring to calls for voice recording in the NICE system? If no, please clarify.</p>	Yes, OHCA is referring to the NICE system.
28	A.3.8	6	Can the state support SFTP (FTP over SSH) for secure data transmission of Contractor electronic data on members and providers?	Yes, OHCA can support SFTP transfers.

#	RFP Section	RFP Page	Question	Answer
29	A.4 Operating Requirements	6	<p>a) Will the hours of operation for the customer contact center definitely be 8:30AM until 8:00PM, Monday through Friday and 9:00AM to 1:00PM on Saturday? If so, will tier 2 agents at internal OHCA business units be available to assist with tier 2 escalations during all hours of operation?</p> <p>b) If there is no tier 2 staff available during extended hours of operation, and the vendor has a performance objective to reduce the number of calls referred to OHCA, will OHCA subtract those calls from the outcome of the performance target?</p> <p>c) If there is no tier 2 staff available during extended hours of operation, this will potentially increase overall call volume. Should the vendor view this as a risk outside their control?</p> <p>d) Considering the vendor will have 10 tier 2 agents housed at OHCA, will these agents have access to OHCA offices, support, equipment, etc., after 5PM on weekdays and on the weekends?</p> <p>e) Given the stated hours of operation, does OHCA have any data that would help vendors predict staffing needs after 5:00PM, Monday through Friday, and on Saturdays? If not, without historical call data for these particular hours of operation, does OHCA have any expectations, insight or suggestions that would assist vendors in projecting staffing levels for the extended hours?</p> <p>f) Are there any projections of increased call volume compared to the information in the bidder's library?</p>	<p>a) Yes, the hours of operation will be from 8:30AM to 8:00PM, Monday through Friday, and 9:00AM to 1:00PM on Saturday. OHCA tier 2 agents will not be available after 5PM, Monday through Friday or on Saturday. OHCA anticipates that only member calls, and particularly online enrollment calls, are likely to occur during the extended hours. The Bidder may use its expertise and experience to propose a manner to handle Tier 2 calls during this period.</p> <p>b) The Bidder should use its expertise and experience to propose performance measures and targets.</p> <p>c) Yes</p> <p>d) OHCA does not anticipate this, but the Bidder may use its expertise and experience to propose its optimal solution.</p> <p>e) No, OHCA has never had extended hours so has no historical call data.</p> <p>f) No</p>

#	RFP Section	RFP Page	Question	Answer
30	A.4	6	<p>“Respond to inbound inquiries at least from 8:30 AM to 8:00 PM Central Time Monday through Friday and 9:00 AM to 1:00 PM Central Time on Saturday except on official State of Oklahoma holidays or on the Saturday immediately following or preceding a State holiday;”</p> <p>Will the hours listed be for all call types received, or only a particular section of calls? After 5 p.m. or on the weekend, will there be tier II agents available at OHCA for more complex calls?</p>	See question 29 a).
31	A.4.3	6	<p>Regarding Hours of Operation:</p> <p>a) Is Fiscal Agent available during evening and weekend hours for technical assistance with MMIS or telephony issues?</p> <p>b) Do the OHCA Tier 2 call centers operate during the same Hours of Operation for the transfer of phone calls?</p>	<p>a) The fiscal agent provides a support structure for unexpected outages outside regular business hours.</p> <p>b) See question 29.</p>
32	A.5	6	<p>Reporting Requirement #2: Since much of the call data is processed and reportable from the OHCA switch, does this part of the RFP seek vendor resources for a backup of the OHCA generated data or to collect and report on other types of call data?</p> <p>Is section A.5 #1 it refers to “Weekly reports as outlined in the Weekly Report Phase Guide (See attachment F).” Attachment “F” is the Milestone Schedule, we are assuming this is not the right attachment. Is there another attachment that needs to be provided for the weekly reports?</p>	<p>A.5.1: The Weekly Risk Report Guide is Attachment I, and is provided in the complete RFP.</p> <p>A.5.2: Bidders who propose using the OHCA switch may use data from that switch in their performance measures. Bidders may also use their expertise and experience to propose other alternatives.</p> <p>Section A.5.1 is amended to read: Weekly reports as outlined in the Weekly Report Phase Guide (see Attachment <del>I</del>F).</p>

#	RFP Section	RFP Page	Question	Answer
33	A.5 – Bullet #1 Attachment A	6 23	<p>“Weekly reports as outlined in the Weekly Report Phase Guide (see Attachment F).</p> <p>From the front of Attachment A: Please check to indicate that Bidder has submitted each of the following:</p> <p>Attachment A Complete this cover page and checklist</p> <p>Attachment B Complete Project Capability, Risk Assessment and Value Added plans</p> <p>Attachment C Complete Past Performance Narrative form</p> <p>Attachment D Email a Reference list for each critical entity/individual</p> <p>Attachment E&amp;F Compile and submit surveys for each critical entity/individual</p> <p>Attachment G Complete a milestone schedule</p> <p>Attachment H Complete cost proposal”</p> <p>This section refers to a Weekly Report Phase Guide (see attachment F), but attachment F appears to be the Milestone Schedule. Also the front of Attachment A lists submissions that do not agree with the actual title of the attachment. For example, Attachment F is really the milestone schedule and G is the cost proposal. The numbering of the attachments seems to be out of synch. Please clarify.</p>	See question 3.
34	A.5.1	6	<p>“Weekly reports as outlined in the Weekly Report Phase Guide (see Attachment F).” Attachment F is the Milestone Schedule. Please provide the Weekly Report Phase Guide.</p>	See question 3.
35	A.5 Staffing requirements	6	<p>“Regular reporting (Weekly Reports)-required for performance payments” Are performance payments based on weekly or aggregate monthly metrics?</p>	The Bidder should use its expertise and experience in proposing a performance measurement and payment system.

#	RFP Section	RFP Page	Question	Answer
36	A.6.2	6	Given that vendors will use the OHCA MMIS and telephony system, could OHCA provide more detail on the scope of work the vendor's contact person would be involved in or responsible for?	Bidders should use their expertise and experience in determining the necessary capabilities and appropriate roles for their project director, technical liaison, and other staff.
37	A.10	7	PMPM payment for inbound calls: Does OHCA have any membership count projections for each fiscal year included in the RFP?	OHCA estimates an average 2% growth in membership each year. The membership may increase by 140,000 to 200,000 members due to the Affordable Care Act.
38	A.10	7	<p>a) Payment for Outbound Calling: Is OHCA's telephony system capable of providing statistical data for outbound calls?</p> <p>b) If exceptional call volumes are generated by OHCA activities that require caller data capture via voice mail, will the subsequent out bound calls for resolution made by the vendor be compensated under the PMPM pricing or under the Per Minute for outbound calling fee structure?</p> <p>c) Are potential outbound calls to members expected to only be made by staff or does OHCA find it acceptable for outbound calls to be made electronically?</p>	<p>a) Yes.</p> <p>b) The PMPM pricing covers the complete resolution of all inbound requests, whether or not these requests result in a transfer to OHCA, or an outbound call, fax, email, or other outbound transaction by the Contractor. The Per Minute pricing for outbound calling is strictly for surveys and OHCA-requested outbound calling campaigns.</p> <p>c) The Bidder should use its expertise and experience to propose the solution that most effectively meets OHCA goals.</p>
39	A.10	7	Payment for Call Center Representatives: How much notice will be given if OHCA exercises its option to require the contractor to add level 1 CSRS? Will it be at least 60 days, as defined for level 2 CSRs?	Yes, OHCA will provide 60 days notice to the Contractor to add a level 1 and/or a level 2 CSR.

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40	A.10	7	<p>Pay for Performance: Will problems with telephony or other applications (those provided by OHCA or their partners), that result in the vendor's inability to efficiently answer calls or result in a backlog of calls, be considered when determining if performance targets were achieved?</p> <p>In the event that OHCA is unable to provide adequate notice prior to any mailings, programs changes or events that significantly increase the number of inquiries, will this unexpected increase be factored into determining whether performance targets were achieved?</p> <p>If a vendor has more than one performance target, how will you award or penalize? Is the vendor responsible for assigning weights to each performance target?</p> <p>A.10.5 How will payment(deduction) for performance incentives(penalties) be paid? Will this settlement be made with the monthly invoice for the month to which the performance statistics apply or is this settled quarterly, annually, etc.</p>	<p>The Bidder should use its expertise and experience in proposing the development and maintenance of a performance management system, performance targets, exceptions to performance targets, and performance payments.</p>
41	A.10	7	<p>Pass Through Costs: If the external translation provider changes pricing during the term of the agreement, will the true cost be a pass through to OHCA or will the rate OHCA pays for the service be fixed at the agreement origination level? Are these translation services available to providers in the clinical setting as well as for internal OHCA use?</p>	<p>Pass through costs are the exact price charged by the external translation provider; if the price increases, the increased price is passed through to OHCA. Translation services for internal OHCA staff only is included in this RFP. The Bidder may make a value added proposal to offer this to providers if desired, but OHCA would not pay for services to providers.</p>
42	A.10	7	<p>“A per member per month (PMPM) payment to the Contractor based on the number of unduplicated eligible members enrolled in OHCA programs as of the first calendar day of each month.”</p> <p>Can OHCA please provide current member counts and average counts for 2010 and 2011?</p>	<p>See question 5.</p>

#	RFP Section	RFP Page	Question	Answer
43	A.10 5. a) A.10 5. b)	8	<p>Regarding the addition of 5% of the PMPM amount for achieving the performance target in any month and the subtraction of 5% of the PMPM amount for falling short of the performance target by 5% or more in any month:</p> <p>a) If the bidder is to propose more than one performance target, are the performance targets considered individually or considered as a group when determining if performance targets were met/not met?</p> <p>b) If the performance targets are considered individually and a portion of the performance targets are met and a portion of the performance targets are not met, how is the PMPM addition or subtraction determined and calculated?</p> <p>c) If the bidder is to propose different performance target(s) for each of the CRM/CC call groups (member, provider, Insure Oklahoma), are the performance targets for each call group considered individually?</p> <p>d) If the CRM/CC call groups are considered individually and a portion of the call groups meet performance target(s) and a portion of the call groups do not meet performance target(s), how is the PMPM addition or subtraction determined and calculated?</p>	See question 40.
44	A.10.5	8	Should vendors propose their performance targets in their proposals?	Bidders should include their estimated pay for performance amounts on Schedule G, which has been modified to include this. More detail about performance measurements, targets, etc. will be part of the Clarification Phase.
45	B.6	11	How will OHCA evaluate a vendor's risk regarding items that are largely controlled by another bidder? For instance, HPES controls the telephony, MMIS, and soon the provider and recipient portals. This may create substantial risk for other bidders but not HPES. How will OHCA assess that risk?	The Bidder should use its expertise and experience to identify the major sources of risk in the program and specify how it will mitigate that risk. The Risk Plan is scored based on dominant information. If different bidders have different types of risk, this alone will not affect the scoring of the Risk Plan.

#	RFP Section	RFP Page	Question	Answer
46	B.7	11	<p>“OHCA anticipates that the Contractor will directly access its MMIS and will use its telephony platform in order to operate effectively and provide seamless information and transfer of inquiries, but the Contractor may propose alternative solutions if desired.</p> <p>.....</p> <p>OHCA anticipates that the Contractor would implement new technologies and features over the life of the contract and that all these would not be operational initially. The Contractor may use the milestone schedule in Attachment F to show this proposed implementation.”</p> <p>Please clarify that potential bidding vendors will be informed that all new technology solutions proposed for this RFP (where there is a requirement to utilize or interface with the current Call Center Infrastructure), are contingent on the current platform capabilities and such new technology solutions are subject to the reasonable review and approval of Call Center provider as the current call center infrastructure for Oklahoma Medicaid is a private, leveraged infrastructure that supports the OK program, but not solely dedicated to the Oklahoma program.</p>	<p>If the Contractor uses the MMIS and the HPES telephony platform, the Contractor will of course initially operate within the limits of that infrastructure. If the successful Bidder proposes changes to the infrastructure either within the scope or as a value added item, OHCA will work with both the successful bidder and the fiscal agent, currently HPES, to implement changes that are in the best interests of OHCA.</p>

#	RFP Section	RFP Page	Question	Answer
47	B.7 Value Added Plan	11 & 14	<p>“The Bidder should list the cost and time impact of its options or ideas. Costs may be listed in terms of a percentage of the total price or as a specific dollar amount. Time impacts should generally be listed as specific periods (e.g. 2 additional weeks for implementation) but may be listed as a percentage of the overall implementation or other period if this is clearer. Value Added Plans shall NOT include items in the scope of work and these items must NOT be included in the Bidder’s Cost Proposal.”</p> <p>Page 11 indicates that cost should be associated with Value Added options or ideas. Is this cost included in the Cost Evaluation score value stated on pg. 14? What is the criterion for receiving a score of 8 or less points for Value Added options?</p>	<p>Value Added Plans are scored based on dominant information. The cost of any value added item is not included in the Cost Proposal scoring for selection of the best value bidder to proceed to Clarification.</p> <p>If OHCA believes that a Bidder has shown an in-scope item as part of its Value Added Plan, OHCA may request that the Bidder explain and/or alter its cost proposal.</p> <p>If OHCA chooses to accept any of the Value Added proposals, it will obviously consider the benefit of the change versus its cost, but that would occur during the Clarification Phase or later on in the contract period.</p>

#	RFP Section	RFP Page	Question	Answer
48	B.8	11	<p>“The entities/individuals whose names should be listed for this RFP are:  The Bidder (entity)  The Bidder’s Proposed Project Director (individual)  Any subcontractors responsible for work totaling over 35% of the total value of this RFP  Any proposed major subcontractor’s project lead (individual)”</p> <p>Page 11, item B.8, says Attachment C should list the bidder entity, the project director, and subcontractors. But attachment C lists bidder entity, project director, lead trainer and subcontractors.  Due to discrepancy in these two sections, please clarify who is to be listed on attachment C and who needs attachment E provided.</p>	<p>Complete Attachment C as directed; Section B.8 is amended to read: PAST PERFORMANCE - NARRATIVE (ATTACHMENT C)</p> <p>1. Bidders must complete the past performance narrative Attachment C. This section of the proposal is obviously not anonymous and will be evaluated separately. The entities/individuals whose names should be listed for this RFP are:</p> <ul style="list-style-type: none"> <li>a) The Bidder (entity);</li> <li>b) The Bidder’s Proposed Project Director (individual)</li> <li>c) <u>The Lead Trainer (individual)</u></li> <li>d) Any subcontractors responsible for work totaling over 35% of the total value of this RFP (hereinafter a “major subcontractor”) proposed by the Bidder (entity);</li> <li>e) Any proposed major subcontractor’s project lead (individual)</li> </ul> <p>Bidders may add lines to this section of the form if they are proposing more than one subcontractor.</p>
49	B.8.1 Attachment C	11 29	Attachment C identifies the Lead Trainer as a Critical Team Individual. Section B.8 1. does not identify the Lead Trainer as a Critical Team Individual. Please advise if the Lead Trainer should or should not be included in Attachment C – Past Performance Narrative.	See question 48.
50	B.9		Past Performance: B.9.1- If the individual reference list required by the RFP is from the current vendor and there are no available reference sources other than the OHCA, may the individual ask for a reference from current or past OHCA personnel to meet this requirement? Or, what direction does OHCA have that would allow this person to able to complete the survey questionnaire.	There is no minimum number of references, only a maximum. References from OHCA will not be accepted. An OHCA contractor’s performance is factored into the Past Performance score for both entities and individuals as proposed.

#	RFP Section	RFP Page	Question	Answer
51	B.9.4	12	<p>“No references can be submitted from OHCA.”</p> <p>a) Please clarify if Critical Team Entities can submit OHCA project performance as a reference.</p> <p>b) Please clarify if Critical Team Individuals can submit personal references from current and/or past OHCA employees.</p>	See Question 50.
52	B.13	13	The RFP states that the person whose signature appears on this proposal states that he or she is an authorized agent of the Bidder. We find no place on any of the forms for the bidder to sign. May the bidder submit a signed transmittal letter to meet this requirement?	See revised Attachment A.
53	B.13 Certifications	13	<p>“The person whose signature appears on this proposal states that he or she is an authorized agent of the Bidder for purposes of certifying the facts pertaining to the giving of things of value to government personnel in order to procure this contract. By submitting a response to this solicitation, the Bidder and any proposed subcontractors(s) certify to the best of their knowledge and belief that it/they:”</p> <p>We cannot locate a place for a Bidder’s authorized signatory on any of the required forms. Please clarify on what form or attachment the Bidder’s authorized signatory is to sign.</p>	See question 52.

#	RFP Section	RFP Page	Question	Answer
54	C.1		<p>Evaluation Weights for Selection and Interviews: “In the event that the Bidder has completed a contract with OHCA which was awarded based on best value, that Bidder’s past performance will be calculated based 50% on the Past Performance Surveys. The other 50% of the Bidder’s past performance score will be based on the performance evaluation prepared by OHCA at the completion of the Bidder’s previous contract(s).”</p> <p>Please clarify the statement, above. If possible, please provide a practical example of this calculation.</p> <p>For Bidders that have completed a contract with OHCA based on best value, are these performance evaluations provided to the Bidders after the contract period has finished? Are the performance evaluations of current vendors available to be included in the Past Performance surveys?</p>	<p>Past performance of bidders (both organizations and individuals) on OHCA contracts will be evaluated in substantially the same format as other references and may incorporate performance measurement information as well. All evaluation records are available to bidders after contract award.</p>
55	C.1	14	<p>“In the event that the Bidder has completed a contract with OHCA which was awarded based on best value, that Bidder’s past performance will be calculated based 50% on the Past Performance Surveys. The other 50% of the Bidder’s past performance score will be based on the performance evaluation prepared by OHCA at the completion of the Bidder’s previous contract(s).”</p> <p>Please verify that if:  3 Performance Surveys were submitted with an average score of ‘6’; and  OHCA-prepared evaluation has a score of ‘10’; then  The total performance survey score would be 8  <math>[(6+10)/2]</math></p> <p>If this is not correct, please provide the actual formula and score that would apply in this example.</p>	<p>Yes.</p>

#	RFP Section	RFP Page	Question	Answer
56	C.1	14	Regarding the clause that “no references can be submitted from OHCA”: Please advise vendors who are actively recruiting staff with experience on an OK Medicaid contract how they should complete the performance survey. If a staff member has 10+ years of OK Medicaid experience and does not have current professional references other than from OHCA contracts, it appears they will be penalized on their past performance score.	See question 54.
57	D.2		Contract term: The RFP states, “The term of the Contract shall begin on date of Contract Award and terminate on June 30, 2013 with five (5) additional one-year renewal periods.” This implies vendors are expected to propose costs for 6 separate periods. Attachment G, Cost Proposal, only has 5 columns through 2017. Should the vendor add a column for the 6th period?	Attachment G is correct. D.2. is amended to read “The term of the Contract shall begin on the date of Contract Award and terminate on June 30, 2013 with <u>four (4)</u> additional one-year renewal periods”.
58	D.17		Insurance: Please confirm the need for medical malpractice insurance coverage versus Errors and Omissions coverage. We don’t understand the need for medical malpractice coverage for call center services.	The Bidder should use its expertise and experience to determine what types of insurance are necessary to achieve OHCA objectives. D17 includes examples of possible required insurance and states “as applicable”.
59	D.17	22	“The Contractor shall obtain and retain insurance, including worker’s compensation, automobile insurance, medical malpractice, and general liability, as applicable,…” Please advise if medical malpractice insurance is applicable to this contract.	See question 58.
60	Attachment A	23	“Attachment D Email a Reference list for each critical entity/individual” Please clarify: should this statement say Complete a Reference list... ?	Yes, email a completed reference list for each critical entity/individual.

#	RFP Section	RFP Page	Question	Answer
61	Attachment A	33	In the checklist on Attachment A, all Attachments listed after Attachment D are not the same as the actual Attachments (Attachment H is listed as the Cost Proposal, but Attachment G in the RFP is the actual Cost Proposal). Please advise what exactly should be submitted for each attachment, and update Attachment A if necessary.	See question 3.
62	Attachment G	33	Will cost points be assigned based on a normalization comparing all vendors' costs to the lowest bidder's cost? If yes, please provide the formula that will be used.	Yes. The formula is as follows:  $x$ = cost for this Bidder $p$ = weight for this criterion $n$ = lowest cost for any bidder; and $y$ = score earned by the Bidder being evaluated  $(n) / (x) * p = (y)$
63	Attachment G	33	What elements of the cost form are included in the cost proposal evaluation (PMPM, Per minute for outbound calls, Implementation Costs, CSR 1 at OHCA, etc.)?	Cost proposals are evaluated using consistent assumptions to estimate a total contract cost for all contract years.
64	Attachment G, Cost Proposal	33	Is the cost evaluation based on the initial contract period (award through June 30, 2012) or the initial contract period and optional renewal periods?	See question 63.
65	Attachment G, Cost Proposal	33	According to section D.2 of the RFP the base contract period is date of award through June 30, 2013, with the option to renew for five additional one-year periods. The cost proposal form allows for the base contract period plus four additional one-year periods. Should the cost proposal be adjusted to add one additional fiscal year?	See question 57.
66	Attachment G Cost Proposal	33	Attachment G – Cost Proposal: Attachment G is missing the SFY 2018 column for pricing, please revise.	See question 57.

#	RFP Section	RFP Page	Question	Answer
67	Bidders Library Portfolio, 04 – Call Center Software and Metrics, All Call Units Metrics	Library	Regarding column 5 titled: “Int CC?”: please advise what the data in the column represents.	The “Int CC” column represents items that are in-scope for this RFP. Revisions to the RFP Library, Call Center Software and Metrics and BPO telephony requirements, are included in this attachment and have been reposted on the website.
68	Library (All Call Units Metrics Table)	Library	All Call Units Metrics table: Please re-verify all of the call centers included in the scope of this call center RFP.	The call centers included in the scope of the CRM RFP are: Insure Oklahoma, Provider Call Center, Provider Call Center Spanish, Online Enrollment Helpdesk, Online Enrollment Helpdesk Spanish, SoonerCare Behavioral Health, SoonerCare Helpline, SoonerCare Helpline Spanish.
69	Library: Call Unit Metrics	Library	Per the chart, labeled All Call Unit Metrics, it appears that calls currently handled by OHCA DHS call unit will be included in the vendor’s responsibilities. However, other than average volume per month, there are no other call center metrics included for the OHCA DHS Call unit. Please confirm that the OHCD DHS Call unit responsibilities are included the vendor’s responsibilities. Also, can OHCA provide call unit metrics for the OHCA DHS unit, as was provided for the other call units?	The OHCA DHS calls are not in the scope of the RFP.

#	RFP Section	RFP Page	Question	Answer
70	Library (SoonerCare Online Enrollment Memo)	Library	<p>SoonerCare Online Enrollment</p> <p>The Oklahoma Health Care Authority has developed a tentative timeline to offer SoonerCare Online Enrollment to more SoonerCare Members.</p> <p>Breast &amp; Cervical Cancer – Next 9 months</p> <p>Insure Oklahoma – Towards end of 2012</p> <p>TANF &amp; Aid to the Disabled – 2013</p> <p>While developing your cost proposals, please consider this information.</p> <p>What call volume increase should be assumed with each of these programs?</p>	<p>The Bidder should use its expertise and experience to estimate this based on existing call volume and members using Online Enrollment and other factors that the Bidder considers relevant.</p>
71	Bidder Library - 04	Call Center Software & Metrics	<p>What is the average call length and average abandon time for the OHCA DHS line?</p>	<p>See question 69.</p>
72	Bidder Library 05 # of Translation Services		<p>Number of calls that required Translation Services from December 2010 to May 2011</p> <p>Please note that these figures include the SoonerCare Helpline and the PAL.</p> <p>Since the figures include the PAL, can OHCA share the average monthly call volumes for the PAL lines/call unit?</p>	<p>The number of PAL calls requiring translation services from December 2010 to May 2011 were 208.</p> <p>Please include the Online Enrollment Spanish line for information to use in estimates.</p>
73	Bidders Library: All Call Units Metrics/Individual Call Units Metrics	All 3 pages	<p>Stat Sheets: The call volume numbers on the all call unit metrics in comparison with the individual call unit's metrics do not match up. The difference in the average volume calls per month between the two reports is 2338. Which numbers are correct?</p>	<p>See question 67.</p>

#	RFP Section	RFP Page	Question	Answer
74	Library (More Detail about Inquiry Types)		Provide information to members and applicants to the Insure Oklahoma program about employer-sponsored and individual coverage, dependent eligibility, premium amounts and payment methods, out-of-pocket expenses and reimbursement, and other general issues and refer more complex questions to HPES for resolution. Please confirm that HPES will continue to process paper applications and will also handle more complex tier 2 calls.	This sentence is amended to read: “refer more complex questions to the <u>Insure Oklahoma unit at OHCA.</u> ” HPES’ employees currently participate in this call unit at OHCA and no changes are planned at this time. For bidders on the CRM, this will be largely invisible, that is, Tier 2 calls will be transferred to the Insure Oklahoma unit at OHCA and the CRM contractor will not be aware of whether the call has been answered by an HPES employee, an OHCA employee, or another contracted employee. As always, the Bidder may use its experience and expertise to propose alternative solutions in the Value Added Plan.
75	OHCA Requirements for use of BPO telephony platform	1	Attachment Item 6 says that “Contractor shall: Make voice connections via a dedicated T1 line and transmit data over a separate dedicated T1 line between OHCA’s fiscal agent and Contractor; one voice and one data line is required for each 24 agents; (Example: 30 agents will require two voice T1 lines and two data T1 lines.)”  Attachment Item 7 says that “Contractor shall: Maintain all systems from the T1 (any data circuit that runs at the original exchange) “D-mark” into its LAN and PBX (private branch exchange); T1 lines will be maintained by OHCA.”  Is there a conflict in these requirements? Please clarify whether OHCA or the Contractor provides the T1 lines.	The correct language is “Establish T1 (any data circuit that runs at the original 1.544 Mbit/s line rate) from Contractor’s location to the “D-mark” and then maintain all systems from the T1 into its LAN and PBX (private branch exchange).”
76	OHCA Requirements for use of BPO telephony platform	1, #10	The requirements say that the Contractor PBX should have data reporting capabilities. If the contractor is using the OHCA (HPES) telephony platform, what is the purpose of the contractor having a PBX if the telephony platform also has a PBX? Elsewhere in the RFP and attachment, it states that vendors will report call center metrics from the OHCA telephony platform. Please explain the purpose of having two PBXs on a general level and from a reporting perspective.	If the Bidder proposes utilizing the BPO platform, this is correct – there is no need for an additional PBX.

#	RFP Section	RFP Page	Question	Answer
77	OHCA Requirements for use of BPO telephony platform	1, #10	Does OHCA use a Meridian phone system?	No, OHCA currently uses an Avaya phone system administered by the Office of State Finance.
78	More Details about Inquiry Types	1	Does OHCA have documented answers and/or resource materials that address the types of inquiries listed?	There is no comprehensive document currently available, although there are member handbooks and other handouts as well as substantial information on the OHCA website.
79	More Details about Inquiry Types	1	Does OHCA have documented scripts that the Contractor will be expected to follow when responding to the types of inquiries listed?	No.

**ATTACHMENT A**  
**PROPOSAL COVER PAGE & CERTIFICATION EXCEPTIONS**

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**RETURN SEALED BIDS TO:**

Oklahoma Health Care Authority  
Contracts Development Unit  
2401 N.W. 23<sup>rd</sup> Street, Suite 1-A  
Oklahoma City, OK 73107-2423

**RETURN ELECTRONICALLY SUBMITTED BIDS TO:**

**Senior Contracts Coordinator:** Kimberely Helton

Phone: (405) 522-7465

Fax: (405) 530-3206

E-Mail Address: [kimberely.helton@okhca.org](mailto:kimberely.helton@okhca.org)

Solicitation Number 8070000465

Issue Date May 8, 2012

Closing Date June 6, 2012 @ 3:00 p.m.

General Bidder Information

FEI/SSN \_\_\_\_\_ PeopleSoft Vendor Number (if known) \_\_\_\_\_

Bidder's Name \_\_\_\_\_

Bidder's Contact Information

Bidder's Physical Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code (include 4 digit add on) \_\_\_\_\_

Bidder's Contact Person and Title \_\_\_\_\_

Phone Number & Area Code \_\_\_\_\_

FAX Number & Area Code \_\_\_\_\_

E-mail Address \_\_\_\_\_

Website Address \_\_\_\_\_

**For all Solicitations**

1. Is Bidder in compliance with the Oklahoma Worker's Compensation Insurance Act<sup>1</sup>?

Yes Include a certificate of insurance with the solicitation response

No Prior to contract award, the Bidder must provide a Certificate of Insurance or a signed statement that provide specific details supporting the exemption you are claiming from the Compensation Act (Note: Pursuant to Oklahoma Attorney General Opinion #07-8, the exemption from 85 Okla. Stat. §2.6 only applies to employers who are natural persons, such as sole proprietors, and does not apply to employers who are entities created by law, including but not limited to corporations, partnerships, and limited liability companies.)

2. Oklahoma Sales Tax Permit<sup>2</sup>

Yes Permit #: \_\_\_\_\_

No Exempt pursuant to Oklahoma Laws or Rules, or not applicable

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<sup>1</sup> For frequently asked questions concerning Oklahoma Worker's Compensation Insurance, see [http://www.ok.gov/oid/Consumers/Workers'\\_Compensation/index.html](http://www.ok.gov/oid/Consumers/Workers'_Compensation/index.html).

<sup>2</sup> For frequently asked questions concerning Oklahoma Sales Tax Permit, see <http://www.tax.ok.gov/faq/faqbussales.html>.

**For Solicitations with a Not-To-Exceed Amount Greater than \$25,000.00 Only**

3. Is the Contractor's organization registered with the Oklahoma Secretary of State?

Yes Filing Number: \_\_\_\_\_

No Prior to the contract award, the Contractor will be required to register with the Secretary of State or must attach a signed statement that provides specific details supporting the exemption the Contractor is claiming { [www.sos.state.ok.us](http://www.sos.state.ok.us) or (405) 521-3911 }

Please check to indicate that Bidder has submitted each of the following:

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Attachment A | Complete this cover page and checklist                             |
| <input type="checkbox"/> Attachment B | Complete Project Capability, Risk Assessment and Value Added plans |
| <input type="checkbox"/> Attachment C | Complete Past Performance Narrative form                           |
| <input type="checkbox"/> Attachment D | Complete a Reference list for each critical entity/individual      |
| <input type="checkbox"/> Attachment E | Compile and submit surveys for each critical entity/individual     |
| <input type="checkbox"/> Attachment F | Complete a milestone schedule                                      |
| <input type="checkbox"/> Attachment G | Complete cost proposal   |

If the Bidder is unable to certify any of the statements made in Section B.13, identify the statement(s) and explain below. (Attach additional pages if necessary.)

**Bidder is unable to certify to the following in Section B.13:**

\_\_\_\_\_  
Supplier Authorized Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_

\_\_\_\_\_  
Certified This Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Email

**ATTACHMENT G  
COST PROPOSAL**

	<b>SFY2013</b>	<b>SFY2014</b>	<b>SFY2015</b>	<b>SFY2016</b>	<b>SFY2017</b>
<b>Per Member Per Month for all inbound inquiries</b>					
<b>Per Minute – Outbound Calls</b>					
<b>Per CSR per month rate:</b>					
<b>CSR 1 at OHCA</b>					
<b>CSR 2 at OHCA</b>					
<b>CSR 1 at Contractor’s Location</b>					
<b>CSR 2 at Contractor’s Location</b>					
<b>Bidder’s Estimated Performance Payments</b>					
<b>Implementation Payment Amounts if any (must be associated with a deliverable and the deliverable must be shown on Attachment F): List deliverables below and show corresponding amount in state fiscal year columns – Add additional pages if needed.</b>					
<b>Indicate with an “X” in each year if Bidder will NOT use the OHCA BPO telephony platform.</b>					

### ALL CALL UNITS

<u>Call Unit</u>	<u>Location</u>	<u>Tier</u>	<u>Avg Vol/Mo*</u>	<u>In Scope</u>
Pharmacy Helpdesk	COP	I	13,476	No
EDI Helpdesk	HP	I	1,031	No
Insure Oklahoma	HP	I	11,706	Yes
Internet Helpdesk	HP	I	1,862	No
OE Internet Helpdesk	HP	I	7,519	No
OE Internet Helpdesk Spanish	HP	I	339	No
OHCA (Claims) Call Center	HP	I	32,015	Yes
OHCA (Claims) Call Center Spanish	HP	I	405	Yes
OE Helpdesk	LifeCare	I	8,504	Yes
OE Helpdesk Spanish	LifeCare	I	221	Yes
SC Beh Health	LifeCare	I	472	Yes
SC Helpline	LifeCare	I	61,285	Yes
SC Helpline Spanish	LifeCare	I	3,835	Yes
Adjustments	OHCA	I	281	No
Insure OK Employer	OHCA	I	2,649	No
Member Services	OHCA	II	7,000	No
Member Services Spanish	OHCA	II	334	No
OE Apps	OHCA	II	14,595	Yes
OE Apps Spanish	OHCA	II	871	Yes
OHCA DHS	OHCA	I	134	No
Provider Enrollment	OHCA	II	1,350	No
Provider Services	OHCA	II	2,863	No
Third Party Liability	OHCA	I	3,772	No
<i>*May 2011 through April 2012</i>				

<u>Current Software</u>	<u>Users</u>
Avaya IP Agent R7.0*	All Agents
Avaya CMS Supervisor R16.0	Supervisors
NICE Perform R3.0	Supervisors
HP CTI Lite	All Agents
OKMMIS Call Tracking	All Agents

*\*Migrate to Avaya One-X in 2012*

**CALL UNIT METRICS**

Claims Call Center M-F 7:30am-5:30pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	33281	3:13	1294	:53	:27
6/1/2011	34512	3:13	1683	1:02	:33
7/1/2011	30541	3:12	1865	1:17	:44
8/1/2011	36892	3:15	1197	:50	:24
9/1/2011	34785	3:06	891	:43	:17
10/1/2011	36225	3:04	1597	:58	:31
11/1/2011	30276	3:08	2655	1:27	1:10
12/1/2011	27937	3:07	2906	1:33	1:11
1/1/2012	27759	3:17	9773	2:57	4:53
2/1/2012	28049	3:31	9731	3:10	5:08
3/1/2012	31877	3:22	2596	1:51	1:07
4/1/2012	32050	3:18	1093	1:19	:29
<b>12 Month Avg</b>	<b>32015</b>	<b>3:13</b>	<b>3107</b>	<b>1:49</b>	<b>1:24</b>

Claims Call Center Spanish, M-F 7:30am-5:30pm					
Month Starting	Calls Answer	Avg ACD Time	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	504	4:25	95	2:44	2:21
6/1/2011	442	4:50	112	2:10	2:59
7/1/2011	409	5:24	85	3:21	4:02
8/1/2011	494	5:03	77	1:46	2:51
9/1/2011	455	4:26	80	1:54	2:28
10/1/2011	442	4:41	84	2:31	2:36
11/1/2011	347	4:47	91	3:17	4:18
12/1/2011	375	5:08	77	2:30	3:16
1/1/2012	327	4:54	162	3:02	6:46
2/1/2012	275	5:03	130	3:35	7:10
3/1/2012	355	5:07	99	4:35	3:49
4/1/2012	440	5:50	95	2:39	3:02
<b>12 Month Avg</b>	<b>405</b>	<b>4:58</b>	<b>99</b>	<b>2:50</b>	<b>3:48</b>

Online Enrollment Helpdesk, M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	7380	2:07	929	2:39	1:37
6/1/2011	8636	2:03	878	1:59	1:17
7/1/2011	8178	1:59	700	2:01	1:02
8/1/2011	9554	1:57	1019	1:37	1:17
9/1/2011	7883	2:08	401	1:07	:41
10/1/2011	9261	2:04	664	1:44	1:01
11/1/2011	7744	1:58	397	1:27	:45
12/1/2011	7085	2:01	420	1:24	:51
1/1/2012	8432	2:05	1594	2:05	2:27
2/1/2012	7598	1:49	707	1:49	1:18
3/1/2012	9543	1:47	566	1:25	:46
4/1/2012	10756	2:04	938	1:37	1:00
<b>12 Month Avg</b>	<b>8504</b>	<b>2:00</b>	<b>768</b>	<b>1:44</b>	<b>1:22</b>

Online Enrollment Helpdesk Spanish, M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	152	2:56	3	:16	1:30
6/1/2011	119	3:01	4	2:50	1:05
7/1/2011	154	2:39	4	:36	1:18
8/1/2011	202	3:04	4	2:05	1:25
9/1/2011	206	3:09	3	:55	:59
10/1/2011	222	3:00	4	1:49	1:21
11/1/2011	223	2:56	4	2:06	2:06
12/1/2011	215	3:04	6	1:19	1:03
1/1/2012	260	3:22	12	2:57	2:50
2/1/2012	275	3:02	7	3:20	1:51
3/1/2012	340	2:55	7	1:34	1:18
4/1/2012	287	2:51	16	1:10	1:04
<b>12 Month Avg</b>	<b>221</b>	<b>2:59</b>	<b>6</b>	<b>2:07</b>	<b>1:31</b>

SoonerCare Help Line, M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	59100	2:33	8519	2:15	1:27
6/1/2011	61177	2:31	7810	1:39	1:17
7/1/2011	59219	2:28	6153	1:42	1:02
8/1/2011	70716	2:31	9420	1:31	1:19
9/1/2011	62678	2:44	4033	1:01	:40
10/1/2011	63673	2:42	5839	1:33	:59
11/1/2011	55095	2:33	3437	1:14	:41
12/1/2011	51888	2:37	4359	1:11	:48
1/1/2012	64510	2:47	16641	1:55	2:33
2/1/2012	57726	2:49	6891	1:37	1:15
3/1/2012	64493	2:32	4330	1:20	:45
4/1/2012	65145	2:37	5528	1:22	:54
<b>12 Month Avg</b>	<b>61285</b>	<b>2:37</b>	<b>6913</b>	<b>1:31</b>	<b>1:28</b>

SoonerCare Help Line Spanish, M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	3620	2:44	270	3:39	1:53
6/1/2011	4060	2:45	275	2:13	1:39
7/1/2011	3705	2:38	180	2:09	1:26
8/1/2011	4469	2:50	294	1:53	1:49
9/1/2011	3781	3:04	133	1:12	1:05
10/1/2011	3942	3:06	189	1:50	1:24
11/1/2011	3408	2:55	115	1:25	1:04
12/1/2011	3059	3:06	132	1:18	1:16
1/1/2012	3875	3:11	433	2:53	3:04
2/1/2012	3710	3:08	243	2:21	3:27
3/1/2012	4464	2:50	212	1:49	1:12
4/1/2012	3926	3:02	181	1:27	1:13
<b>12 Month Avg</b>	<b>3835</b>	<b>2:56</b>	<b>221</b>	<b>2:00</b>	<b>1:42</b>

Online Enrollment Applications Spanish, M-F 8am to 5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	1005	7:17	17	3:48	:48
6/1/2011	1085	7:19	26	4:17	:45
7/1/2011	956	7:06	19	5:06	:45
8/1/2011	1061	6:29	8	4:35	:30
9/1/2011	953	6:39	10	3:07	:32
10/1/2011	966	5:57	9	3:39	:38
11/1/2011	752	5:57	9	2:56	:36
12/1/2011	702	6:00	6	4:00	:24
1/1/2012	865	6:15	17	2:54	:42
2/1/2012	753	5:48	24	5:53	1:16
3/1/2012	723	6:34	37	4:52	1:24
4/1/2012	633	6:06	58	11:20	2:34
<b>12 Month Avg</b>	<b>871</b>	<b>6:27</b>	<b>20</b>	<b>4:42</b>	<b>:54</b>

Online Enrollment Applications, M-F 8am to 5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	15400	6:18	457	7:33	:55
6/1/2011	16685	6:05	127	1:04	:19
7/1/2011	15193	5:53	124	1:28	:19
8/1/2011	17792	5:49	113	:48	:14
9/1/2011	14346	5:43	80	1:02	:12
10/1/2011	15081	5:44	116	1:26	:17
11/1/2011	13451	5:50	82	1:13	:14
12/1/2011	11845	5:48	37	:18	:09
1/1/2012	14536	5:55	35	:13	:09
2/1/2012	12590	5:59	65	3:42	:11
3/1/2012	14094	5:52	110	1:02	:16
4/1/2012	14122	5:46	104	:52	:16
<b>12 Month Avg</b>	<b>14595</b>	<b>5:53</b>	<b>121</b>	<b>1:43</b>	<b>:17</b>

Insure Oklahoma Call Center M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	13259	3:18	68	:39	:05
6/1/2011	12437	3:29	47	:31	:04
7/1/2011	11409	3:17	54	:22	:05
8/1/2011	12539	3:05	64	:25	:05
9/1/2011	11319	3:01	38	:10	:04
10/1/2011	11709	2:56	54	:56	:05
11/1/2011	10346	3:13	27	:29	:04
12/1/2011	9533	3:06	47	:25	:04
1/1/2012	12787	3:12	85	:29	:05
2/1/2012	10901	3:05	56	:57	:57
3/1/2012	12376	2:52	101	:36	:06
4/1/2012	11852	3:07	208	:39	:10
<b>12 Month Avg</b>	<b>11706</b>	<b>3:08</b>	<b>71</b>	<b>:33</b>	<b>:09</b>

SoonerCare Behavioral Health, M-F 8am-5pm					
Month Starting	Calls Answer	Avg Call Length	Calls Abandon	Avg Aban Time	Answer Speed
5/1/2011	487	2:50	79	1:24	1:16
6/1/2011	420	3:00	64	1:46	1:08
7/1/2011	372	2:46	70	2:35	1:09
8/1/2011	540	2:43	65	1:10	:55
9/1/2011	571	2:50	47	1:00	:35
10/1/2011	485	2:46	49	1:35	1:35
11/1/2011	468	2:36	54	1:15	:37
12/1/2011	351	2:31	42	1:20	:47
1/1/2012	461	2:51	119	0	2:23
2/1/2012	424	2:53	84	1:50	1:50
3/1/2012	468	2:33	75	1:11	:43
4/1/2012	618	2:52	72	1:17	:41
<b>12 Month Avg</b>	<b>472</b>	<b>2:45</b>	<b>68</b>	<b>1:32</b>	<b>1:23</b>

**PEAK HOURS**

<b>Peak Hours with Volume</b>	<b>April 9, 2012</b>		<b>April 17, 2012</b>		<b>April 25, 2012</b>		<b>May 3, 2012</b>	
<b>HP Call Units</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>
Claims Call Center	251	10:30-11:30am	330	9:30-10:30am	219	10:30-11:30am	210	10:30-11:30am
Claims Call Center (Spanish)	7	3:30-4:30pm	9	4:30-5:30pm	6	4:30-5:30pm	3	10:30-11:30am
Insure Oklahoma Call Center	70	11am-12pm	84	2-3pm	89	11am-12pm	83	2-3pm
<b>Life Care Units</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>
Online Enrollment Helpdesk	77	1-2pm	66	11am-12pm	90	10-11am	67	1-2pm
Online Enrollment Helpdesk (Spanish)	4	1-2pm	3	1-2pm	3	12-1pm	3	1-2pm
SoonerCare Behavioral Health	8	11am-12pm	7	2-3pm	7	11am-12pm	5	4-5pm
SoonerCare Help Line	508	10-11am	453	2-3pm	483	1-2pm	363	10-11am
SoonerCare Helpline (Spanish)	49	4-5pm	32	11am-12pm	38	2-3pm	29	10-11am
<b>OHCA Call Units</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>	<b>Call Vol</b>	<b>Peak Hr</b>
Online Enrollment Applications	103	11am-12pm	103	3-4pm	104	3-4pm	79	2-3pm
Online Enrollment Applications (Spanish)	13	1-2pm	8	11am-12pm	6	9-10am	4	4-5pm

## **OHCA Requirements for use of BPO telephony platform**

OHCA has toll free lines, including 1-800 numbers for both members and providers. The right to use the numbers as well as the sequential combination of numbers that make up the 1-800 numbers shall remain the property of OHCA.

The system allows the Contractor to specify pre-determined skill sets (e.g. online enrollment, provider contracting, etc.) for its call agents so that call agents do not receive calls for skills sets they do not have.

To use this platform, the Contractor shall:

1. Levy no charge to the caller for calls made to SoonerCare Call Center toll-free numbers from anywhere in the United States of America
2. Accept voice and data transmission from OHCA and its fiscal agent, HPES, compatible with the 24-channel voice and 24-channel data lines currently in existence;
3. Connect to OHCA's Avaya Media Gateway switch housed at the fiscal agent location, 2401 N. W. 23<sup>rd</sup> Street in Oklahoma City (the "D-mark");
4. Connect its agents to the switch using the appropriate software designated by OHCA. OHCA will provide one (1) license per agent for all appropriate software. OHCA will also supply the Contractor with one (1) license for Avaya CMS Supervisor to monitor agents and access reports on agent and unit performance. OHCA will also supply the Contractor with one (1) license for NICE Perform for quality monitoring purposes.;
5. Route voice communication along with caller data returned from OHCA's Medicaid Management Information System (MMIS) to agent workstations, making that data available for integration with MMIS applications; agents will logon to the OKMMIS to access the required data; OHCA will issue one MMIS logon per agent. Agents will use OHCA's CTI application and other necessary software to log into assigned call units, navigate between appropriate work status states, transfer and conference calls. When the Contractor agent accepts a call, the caller information will be displayed enabling the agent to know which client or provider is calling and to review notes from the caller's previous inquiries, allowing the agent to quickly address the caller's needs;
6. Make voice connections via a dedicated T1 line and transmit data over a separate dedicated T1 line between OHCA's fiscal agent and Contractor; one voice and one data line is required for each 24 agents; (Example: 30 agents will require two voice T1 lines and two data T1 lines.)
7. Establish T1 (any data circuit that runs at the original 1.544 Mbit/s line rate) from Contractor's location to the "D-mark" and then maintain all systems from the T1 into its LAN and PBX (private branch exchange);
8. Supply all hardware for agents and supervisors, including desktop computer systems capable of running a desktop operating platform that is compliant with OHCA standards and compatible with OHCA systems for the life of the contract, all appropriate CTI/Contact Center software and the OK MMIS program;
9. Maintain a desktop operating platform that is compliant with OHCA standards and compatible with OHCA systems for the life of the contract;
10. Maintain a local file server and Local Area Network (LAN) capable of pushing software applications to its agents and supervisors. The Contractor PBX should have data reporting capabilities;

11. Supply telephonic equipment including VoIP phone sets and headsets for agents with connectivity to and compatibility with the Avaya phone system and Meridian phone equipment at OHCA.