



STATE OF WASHINGTON  
HEALTH CARE AUTHORITY

**REQUEST FOR INFORMATION (RFI)**

**RFI NO: 3715**

**SCOPE TITLE: SEBB Call Center Support**

**RFI RELEASE DATE:** May 9, 2019

**SUBMISSION DUE DATE:** Responses to the RFI will be in the form of a conference call with HCA. If you choose to participate in responding to this RFI, dates and times available and instructions are located in section IV.

E-mailed submissions will not be accepted. Faxed submissions will not be accepted.

## I. Introduction

This Request for Information (RFI) is seeking information about companies that can provide Call Center Support in Washington State. This information will assist the Washington State Health Care Authority (HCA) Employee and Retiree Benefits Division (ERB) as it begins the initial Open Enrollment for the new School Employees Benefit Board benefits (SEBB Program) which will be effective beginning on January 1, 2020. Any resulting Call Center operations obtained through a Request for Proposals (RFP) issued as a result of this RFI would be operational from September 1, 2019 until November 15, 2019.

The SEBB Program will manage benefits for employees of school districts, educational service districts (ESDs), charter schools, and their eligible dependents. HCA estimates this program will have 150,000 potential subscribers and about 1,200 benefits administrators.

The SEBB initial enrollment period, when eligible school employees can sign up for benefits effective January 1, 2020, will begin October 1, 2019 and run through November 15, 2019 (Open Enrollment). SEBB Organization Benefit Administrators will begin uploading information to HCA effective September 3, 2019 and may begin calling for assistance at that time.

The SEBB Organization Benefit Administrators will be the initial point of contact for SEBB Organization employees; they are responsible for addressing questions about eligibility and enrollment. If questions come to the Call Center about eligibility and benefits, the Call Center should provide a "hand off" back to the Benefits Administrator. First level "Technical" questions should be handled by the Call Center.

The Call Center would be focused on issues having to do with accessing an account:

- The caller needs to set up a Secure Access Washington (SAW) account;
- The caller already has a SAW account, but can't access it;
- The caller wants to use their SAW account that was set up with a different email address;
- The caller cannot remember their SAW account password;
- The caller has logged into SEBB MyAccount (i.e., has gotten past the SAW log in) but is not seeing what they expected to see.

Some of the callers may actually be Benefits Administrators.

The Call Center staff would have access to the SEBB MyAccount testing site only; that is, the agents would not be able to see any live data. However, the expectation is that the agents could provide a "guided navigation" to the caller. For example, the agent could tell the caller "click on X box or do you see the Y tab."

## II. Objectives and Goals

The goals of this RFI are:

1. To learn – HCA aims to use this RFI as a means to learn from the vendor community regarding Call Center services, including:
  - How to best estimate call volumes - based on your experience, when can we expect the heaviest call volumes during the seven week enrollment period for 150,000 employees;
  - Provide estimates of typical highest volume day and lowest volume day;

- Call center is expected to be operational 6 days a week, from 7am to 9 pm PT (Monday through Friday) and 10 am to 4 pm PT (Saturday); based on these needs, estimate peak usage hours;
  - What's your approach to handling staffing for call volumes that vary over a given day and over a given timeframe (i.e., the seven weeks' enrollment period);
  - Required ramp-up time to set up call center operations;
  - Training needs (what would HCA have to provide);
  - Flexibility to handle peaks in call volume;
  - What information is needed from HCA in order to provide an accurate cost proposal; and
  - What reporting might be available regarding issue/call trends, response time, time to close calls, and volumes.
2. To inform – This RFI may lead to a possible procurement of Call Center Support for the SEBB Open Enrollment period. With this RFI, HCA hopes to inform the vendor community on this prospective procurement, including:
- The business context for this procurement; and
  - The major business and technical complexities HCA anticipates for these solutions.

The request is to gather information through a live conference call with respondents. Information regarding the questions HCA would like to pursue and the timeline is listed below.

### III. RFI RESPONSES

Below are questions that are to be used as prompts for the information being sought under this RFI.

RFI responses will not be submitted via a traditional emailed/paper response. Instead, HCA is requesting any vendor interested to participate in a conference call conversation with HCA regarding the below topics. Please see section IV for more information regarding the conference call.

The conference call will include the items **above in Section II.1** and the below topics at a minimum, which are provided to you for reference and preparation. Respondents should have an answer or information prepared for each of the topics listed below. Please use the goals and objectives defined above as a framework for your responses.

1. What is your current Call Center network and service area in Washington State.
2. What is your current call center maximum volume per day.
3. Have you had experience with customers of a similar size and scope as described in this RFI.
4. What are your current staffing levels for both first line responders (number of employees/number of calls) and supervisors.
5. Describe the Service Level Agreements you typically use with customers.
6. Describe price ranges for different call volumes (note, this should not be seen as a bid rate and is for information purposes only).

Responses can include any preprinted materials that would provide the information HCA requests. Materials can be submitted to the RFI Coordinator listed below at least one business day prior to the conference call. Please note, preprinted materials are optional and there is no expectation that respondents will provide preprinted materials in response to this RFI.

Respondents do not need to answer every question in order to participate; Respondents should feel free to only answer those questions that are applicable to their organization.

**IV. ADMINISTRATIVE TERMS AND CONDITIONS**

**a. RFI COORDINATOR**

Please send any question and correspondence to the RFI Coordinator at the following email:

RFI Coordinator	Email
Ellen Wolfhagen	<a href="mailto:contracts@hca.wa.gov">contracts@hca.wa.gov</a>

**Please be sure to include the RFI Number (RFI 3715) in the subject line of any emails.**

**b. RESPONSE FORMAT**

Responses will be in the form of a one (1) hour conference call with HCA staff at one of the dates and times listed below. Carriers interested in responding to this RFI and participating in a conference call must inform the RFI Coordinator no later than **Friday, May 17, 2019** regarding the date and time that works best for them.

The listed dates and times will be on a first come, first serve basis. Interested vendors should respond to the RFI Coordinator with their first, second, and third choice meeting times. Once the date and time are confirmed, the RFI Coordinator will send the conference call information to the designated contact person.

Date	Time
Tuesday, May 21, 2019	10:15 a.m. – 11:15 a.m. PT
Tuesday, May 21, 2019	11:30 a.m. – 12:30 p.m. PT
Tuesday, May 21, 2019	1:45 p.m. - 2:45 p.m. PT
Tuesday, May 21, 2019	3:00 p.m. – 4:00 p.m. PT
Wednesday, May 22, 2019	8:00 a.m. – 9:00 a.m. PT
Wednesday, May 22, 2019	9:15 a.m. – 10:15 a.m. PT

**c. COST OF RESPONSE**

You will not be reimbursed for any costs associated with preparing or presenting any response to this RFI.

**d. RESPONSE PROPERTY OF HCA**

All materials submitted in response to this RFI become the property of HCA. HCA has the right to use any of the ideas presented in any response to the RFI.

**e. PUBLIC RECORDS AND PROPRIETARY INFORMATION**

Any information contained in any written material or response that is proprietary or confidential must be clearly designated as such. The page and the particular exception(s) from disclosure must be identified. Each page claimed to be exempt from disclosure must be clearly identified by the word “confidential” printed on the **lower right hand corner** of the page. Marking the entire

response as confidential will be neither accepted nor honored and may result in disclosure of the entire response.

To the extent consistent with chapter 42.56 RCW, the Public Records Act, HCA shall maintain confidentiality of your information marked confidential or proprietary. If a request is made to view your proprietary information, HCA will notify you of the request and of the date that the records will be released to the requester unless you obtain a court order enjoining that disclosure. If you fail to obtain the court order enjoining disclosure, HCA will release the requested information on the date specified in its notice to you.

HCA's sole responsibility shall be limited to maintaining the above data in a secure area and to notify you of any request(s) for disclosure for so long as HCA retains your information in HCA records. Failure to so label such materials, or failure to timely respond after notice of request for public records has been given, shall be deemed a waiver by you of any claim that such materials are exempt from disclosure.

#### **f. REVISIONS TO THE RFI**

HCA reserves the right to amend this RFI at any time. In the event it becomes necessary to revise any part of this RFI, addenda will be provided via e-mail to all individuals who have made the RFI Coordinator aware of their interest. Addenda will also be published on Washington's Electronic Bid System (WEBS). The website can be located at <https://pr-webs-vendor.des.wa.gov/>. For this purpose, the published questions and answers and any other pertinent information shall be provided as an addendum to the RFI and will be placed on the website.

HCA reserves the right to cancel or reissue this RFI at any time, without obligation or liability.

#### **g. NO OBLIGATION TO BUY OR ISSUE SOLICITATION**

HCA will not contract with any vendor as a result of this RFI. While HCA may use responses to this RFI to draft a competitive solicitation for the subject of these services, issuing this RFI does not compel HCA to do so.

Responding to this RFI will not be a requirement of future solicitations. Responses and information provided in response to this RFI will not be considered when evaluating bidders responding to any future solicitation.

If HCA does a solicitation, HCA will post it on WEBS.

#### **h. SECURITY AND PRIVACY REQUIREMENTS**

Any solution HCA procures and implements will need to comply with applicable state, federal, and industry regulations, such as the following:

1. HIPAA Privacy, Security and Breach Notifications
2. WA State OCIO Security Standard, OCIO 141.10
3. 42 CFR Part 2
4. RCW 70.02
5. HCA Privacy and Security Policies, such as HCA 1-02 and HCA 6-16
6. NIST 800-53 Rev 4

Further information about any of the above can be provided at vendor request.