

**Passive Renewal Data Entry RFP
Response to Questions**

No.	Question	Answer
1	How many FTE's are forecasted for the 11/10 – 12/15 project duration?	YHI has estimated a minimum of 25 - 35 individuals, 40 hours a week. However, if a vendor has capacity this number, can be increased.
2	What is the AHT associated with each enrollment?	Average handle time is approximately 8 mins per an enrollment.
3	What are the SLA's associated with the program?	YHI expects 100% accuracy but recognizes human error, and therefore will accept an accuracy rate of no less than 96%.
4	Can the provider Agents operate during the evening hours or graveyard shift? Or does YHI require daytime hours of operation?	Website and data entry will be accessible 24 hours a day 7 days a week.
5	Will the provider be required to develop or provide our agents with any additional software applications outside of access to YHI systems? If yes, please specify	No additional access. They will need internet browser and excel.
6	Can YHI detail the background check requirements?	Vendors would be required to have a criminal background check, similar to that of all YHI employees.
7	What is the new hire training duration (both in class and nesting)?	Training will be provided by YHI staff through PowerPoint, job aids and one webinar or in-person session. Vendor can utilize TTT, if preferred.
8	Who will provide the initial training? Will YHI utilize a TTT methodology?	Training will be provided by YHI staff through PowerPoint, job aids and one webinar or in-person session. Vendor can utilize TTT, if preferred.
9	What are the background check requirements for personnel supporting YHI programs?	Vendors would be required to have a criminal background check, similar to that of all YHI employees.
10	Will YHI award the program to a single provider?	The award will go to as may vendors are need to complete the tasks required. Ideally, YHI would like to award the contract to only one provider.
11	Can YHI provide agent job profiles outlining specific skill sets required to perform the data entry tasks?	YHI expects the vendor to utilize staff that has relevant experience and proven level of accuracy. Some of the entry requires logical reasoning skills as oppose to strictly transcription.

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12	What are the quality monitoring requirements?	YHI will run a daily sample of quality reports to verify accuracy. In the event the accuracy SLA (96%) is not met, it is expected that the vendor will provide and submit YHI with a remediation plan to correct deficiencies and complete the project.
13	Are agents required to hold a life and health insurance license to complete the enrollments?	YHI is not requiring the data entry roles be filled with license agents.
14	Does YHI require a certain number of keystrokes per hour or words per minute threshold to qualify for placement on the program?	65 - 75 words a minute is the suggested threshold. YHI expects the vendor to utilize staff that has relevant experience and proven level of accuracy. Some of the entry requires logical reasoning skills as oppose to strictly transcription.
15	What method will the provider be required to utilize in order to connect to YHI's applications (e.g., VPN, MPLS or point-to-point, web-based)? Does YHI provide any equipment to provider to support connectivity? Is provider required to procure any equipment to support connectivity?	Access will be through the Your Health Idaho website for data entry. No equipment will be supplied by YHI. The chosen vendor's work environment will need to be MARS-e compliant. See: http://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Minimum-Acceptable-Risk-Standards-for-Exchanges-ERA-Supp-v-1-0-08012012-a.pdf Also see: https://www.cms.gov/CCIIO/Resources/Regulations-and-Guidance/Downloads/Catalog-of-MinAcceptable-Risk-Controls-for-Exchanges-ERA-Supp-v-1-0-08012012-a.pdf
16	We deploy the following specification for our CSR desktops. Will this be sufficient for YHI applications? OptiPlex 380 Desktop Base, Standard PSU (224-7707) Processor: OptiPlex 380, Pentium Dual Core E5400 with VT/2.70GHz,2M,800FSB (317-3261) Memory: 3GB, Non-ECC, 1333MHz DDR3, 1X1GB/ 1X2GB Hard Drive: 160GB SATA 3.0Gb/s and 8MB Data Burst Cache Operating System: Windows 7 Professional, Media, 32-bit, English, Dell	Hardware needs to be adequate for data entry into a website, include a mouse or touchpad.

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17	Are language translative services needed?	No. There is no language requirement outside of English.
18	RFP states timeline for this project is November 10th - December 15. Is there anything prohibiting the activity from completing prior to December 15th?	YHI welcomes all solutions that can complete the activity in advance of the December 15th deadline within the stated accuracy SLAs (96%).