



ANNOUNCEMENT
HBE 18-004
Washington Health Benefit Exchange (WAHBE)
Request for Proposal (RFP)

Call Center Services for WAHBE

WAHBE is initiating RFP HBE 18-004 to obtain proposals from qualified Vendors to operate an inbound customer service Call Center for WAHBE.

The Call Center will support WAHBE by helping customers navigate the [Washington Healthplanfinder™](#) (HPF), answering questions about eligibility and enrollment, and providing other customer service functions as described throughout the RFP.

Contracts resulting from this RFP will begin on or around April 1, 2019 and will end on June 30, 2022. WAHBE, at its sole discretion, may extend the period of performance through June 30, 2027.

The RFP is available for download on the WAHBE website at <https://www.wahbexchange.org/about-the-exchange/what-is-the-exchange/vendor-procurements/> as well as on the Washington Enterprise Business Solutions (WEBS) website at <https://fortress.wa.gov/ga/webs/>. Additional materials or any addenda regarding this RFP, if needed, will be made available for download at these same websites. Vendors are encouraged to check often for addenda and other materials that may be posted.

Responses to this RFP are due to the RFP Coordinator no later than Tuesday, October 16, 2018 at 3:00 p.m. PT.

For further information, please contact the RFP Coordinator:

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