

# Customer Support Center (CSC) Procurement Update

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# CSC Procurement Background

- The Exchange currently contracts for a **Customer Support Center (CSC)**.
- The Exchange released a Request for Information (RFI) in **April 2024** to learn about current market offerings and inform this RFP.
- Request for Proposals (RFP) was issued **August 18, 2025**.
- Proposal evaluations included five phases.
- The Contract resulting from this RFP will begin implementation **September 2026**, perform services **July 1, 2027** through **June 30, 2032**, and may be extended through June 30, 2035.

# CSC Procurement Phases Summary

- Phase 1: Administrative Screening (pass/fail)
- Phase 2: Mandatory Requirements (pass/fail)
- Phase 3: Quality Review (0-10 scoring)
- Phase 4: Cost Ranking
- Phase 5: Final Evaluation Ranking
  - Vendor Product Demonstration/Vendor Interview
  - Vendor's response to Service Level Agreements (SLAs)
  - Vendor's response to Exchange Contract Exceptions
  - Vendor's response to Cost Proposal
  - Vendor References

# ASV Announcement & Next Steps

#	What	When
1	Notify vendors of Apparent Successful Vendor (ASV)	March 11, 2026
2	Contract negotiations begin	March 16, 2026
3	Vendor debrief request deadline	Three business days after ASV notification
4	Optional vendor debriefing conferences	up to March 23rd
5	Complete contract negotiations	May 29, 2026
6	CMS reviews and approves Contract	June 15 – August 14, 2026
7	Contract execution and begin implementation	September 1, 2026
8	Complete implementation or cut-over	June 30, 2027
9	Go-Live Start Date	July 1, 2027



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