



**Washington Health Benefit Exchange**  
**RFP HBE 18-004 Addendum No. 4**  
October 3, 2018

**TO:** Potential Bidders for RFP HBE 18-004 and Other Interested Parties  
**FROM:** Erin Hamilton, RFP Coordinator  
**SUBJECT:** Addendum No. 4 to RFP HBE 18-004 for "Call Center Services"

**PURPOSE:** The purpose of this addendum is:  
1) To further clarify Vendor response requirements for transition costs.  
2) To further amend REVISED EXHIBIT F – Price Proposal Template, to add additional Vendor submittal instructions regarding IVR.

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RFP HBE 18-004 is hereby amended as set forth below. For ease of identification, language changes to the RFP are denoted in **red** whenever possible. Any material not specifically referenced below remains in full force and effect.

- 1) Clarification: In the REVISED EXHIBIT F – Price Proposal Template, WAHBE removed the requirement for Vendors to propose a price for transition costs. WAHBE also removed the points originally associated with the cost evaluation for this item (Section 6.4.1).

In lieu of proposing a price for transition costs, WAHBE amended the RFP to state that \$3,000,000 was available for transition. Instead of quoting a price, responding Vendors are to provide a breakdown and explanation of how they propose to use the available \$3,000,000 to transition and/or upgrade. This information is to be provided as part of the Vendor's Operations Proposal (Section 5.11).

- 2) REVISED EXHIBIT F – Price Proposal Template, Section 1 – Forecast and Price Proposal for Calls Handled (MS), Instructions for Column D, is amended as follows:

Column D

Provide a total monthly price to operate the call center and successfully handle the projected number of calls reflected in Column B. Prices shall include all costs to the Vendor including, but not limited to: staff salaries, benefits and overtime, facility lease\rent, IT equipment and licenses, indirect costs, overhead, and profit. If selected as the ASV, Vendor must provide WAHBE with an itemized list of all cost elements that make up the total prices quoted in Column D. **Vendor prices should assume CSR handling of all calls (current state). If Vendor has IVR technology that would reduce the need for call handling by CSRs, Vendor should identify the anticipated percentage of calls to be handled via IVR and explain any impacts to the prices quoted in Column D. This information should be provided within the Narrative/Explanation area of Section 1.**

Please contact the RFP Coordinator at [contracts@WAHBExchange.org](mailto:contracts@WAHBExchange.org) if there are any questions concerning this Addendum.

Respectfully,

A handwritten signature in blue ink that reads "Erin Hamilton".

Erin Hamilton, CPPB  
RFP Coordinator