

# PENNSYLVANIA HEALTH INSURANCE EXCHANGE AUTHORITY

Date:	<b>May 8, 2020</b>
Subject:	<b>Extension of Deadlines to Submit Questions and Proposals and Responses to Questions</b>
Solicitation:	<b>RFP# PHIEA 20-01 Exchange Assister Services</b>
Due Date/Time:	<b>May 22, 2020 12:00 PM</b>
Addendum Number:	<b>6</b>

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To All Suppliers:

The Commonwealth of Pennsylvania defines a solicitation "Addendum" as an addition to or amendment of the original terms, conditions, specifications, or instructions of a procurement solicitation (e.g., Invitation for Bids or Request for Proposals), including but not limited to questions and answers, which are considered a material part of the solicitation.

**Please see the following update:**

Addendum 6 does the following:

**1. Modifies the Deadline to Submit Questions via email to [gzeh@pa.gov](mailto:gzeh@pa.gov) found in Addendum 2 from:**

May 5, 2020 12:00 PM

**to:**

May 15, 2020 4:30 PM

**2. Modifies the Deadline to Submit Proposals via email to [gzeh@pa.gov](mailto:gzeh@pa.gov) found in the Calendar of Events in the RFP from:**

May 15, 2020 12:00 PM

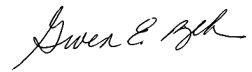
**to:**

May 22, 2020 12:00 PM

**3. Posts answers to questions posed to the Issuing Officer between May 5, 2020 and May 8, 2020.**

Except as clarified and amended by this Addendum, the terms, conditions, specifications, and instructions of the solicitation and any previous Addendum(s), remain as originally written.

Regards,



Gwen E. Zeh  
Issuing Officer  
PA Health Insurance Exchange Authority  
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**RFP # PHIEA 20-01 Exchange Assister Services**  
**Addendum 6 - Questions & Answers**

1. **Question** – Based on organizational and communication impacts resulting from COVID-19, would the Issuing Office consider extending the due date for proposal submission from May 15, 2020 to May 29, 2020?

**Answer** – After consideration, the Exchange Authority is extending the deadline for proposal submission to May 22, 2020 at 12:00 PM. The deadline for submitting questions is being extended to May 15, 2020 at 12:00 PM.

2. **Question** – Section III-2.B of the RFP states, “For each category, please identify the individual name(s) of who will be key personnel, meaning they will be retained for the duration of the contract (there must be at least one for each category below).” The tasks related to overseeing call handling functions and coordinating enrollment events are very interrelated. A single person managing this oversight and coordination would be more effective and result in a lower cost to the Commonwealth. Would the Issuing Office allow respondents to propose the same named resource for these roles?

**Answer** – The Commonwealth is allowing Respondent to use discretion on who should be named key personnel. If one individual can serve two or more roles satisfactorily, then Respondent can indicate as such in its proposal submission.