

Attachment C

ID	Name	Description	Liquidated Damages
1	Complete Transition from existing vendor	AHS Contact Center shall be operational on April 1, 2016.	\$2,000 for each business day starting on April 2, 2016 AHS Contact Center is not operational.
2	Abandonment Rate	Average Daily Abandonment Rate shall not exceed 7% during a one-month period outside of peak Open Enrollment season, or 10% during Open Enrollment months. Effective only for the Open Enrollment period of 11/1/17-12/31/17, the abandonment rate will not exceed 12%. A call is considered abandoned when the caller has been waiting in queue for more than 30 seconds and hangs up before being handled by CSR.	\$2,500 for each month that exceeds 7-10%. (or 12% between 11/1/17-12/31/17).
3	Average Seconds to Answer	Average seconds to answer shall not exceed 180 seconds during a business day. Effective only for the Open Enrollment period of 11/1/17-12/31/17, the average seconds to answer shall not exceed 300 seconds during a business week, including Saturdays.	\$500 for each business day (or \$2500 for each business week for the Open Enrollment period of 11/1/17-12/31/17) the allowable limit is exceeded.
4	CSR Turnover	No greater than 20% per year for "permanent full-time staff" ("permanent full-time staff" are persons that have been employed on a full-time basis by AHS for at least 90 days)	\$10,000 / year when > 20%
5	Customer Satisfaction	Maintain ongoing customer service satisfaction surveys related to phone and walk-in service to achieve 90% or greater customer satisfaction levels; survey content and measurement methodology may change at direction of the State	\$20,000/quarter where <90% but greater than 70% \$40,000/quarter where <70% but greater than 50% \$50,000/quarter where <50%

6	Quality Scores	<p>Provide accurate information to customers such that no greater than 1 in 100 calls require a correction:</p> <ul style="list-style-type: none"> ○ Where a customer provides accurate information to the Contact Center that is input (recorded, entered, filled-in, etc.) incorrectly or in an insufficiently timely manner. ○ Where a customer is provided with eligibility, enrollment or benefit information (verbally, in writing, etc.) which is different than that received by the Contact Center from RI personnel or an RI system (subsequent changes by RI personnel or RI system updates shall not be considered). 	\$50/incident
7	Unscheduled Contact Center Downtime	Contact Center shall be fully staffed and technically operational during all "open" hours. Contact Center unavailability during open hours shall not exceed 15 minutes per month	<p>\$100/minute beyond 15 total minutes during non-open enrollment periods</p> <p>\$500/minute beyond 15 total minutes during open enrollment periods</p>
8	Updates to IVR/ACD	AHS shall be responsible for regular updates to the IVR/ACD messages, with advance review and approval of EOHHS and HSRI (AHS must be able to change or update the IVR/ACD messaging [within no more than four (4) hours of an emergency request, no more than eight (8) hours of a simple change request, and no more than two business days of any other request])	\$1,000 per failure to meet these deadlines

9	Document scanning and uploads	All documents received into the contact center will be opened and processed by the end of the second business day following receipt. Processed is defined as opening, date stamping, scanning and uploading according to business process requirements. This includes documents received via mail and the Walk In Center. Reporting of document scanning and processing time will be required.	<p>\$5,000/month where <90% but greater than 70% of the mail is processed by the end of the second business day following receipt</p> <p>\$15,000/month where <70% but greater than 50% of the mail is processed by the end of the second business day following receipt</p> <p>\$25,000/month where <50% of the mail is processed by the end of the second business day following receipt</p>
10	Check and payments processing	All checks and payments received into the contact center will be processed by the end of the next business day following receipt. Processing is defined as scanning the payment into the bank lockbox. Reporting of check and payment volumes and processing time will be required.	\$500 per failure to meet these deadlines
11	Reporting	<p>AHS will deliver daily call center statistic reports twice daily to State Contract Manager.</p> <p>AHS will deliver Executive Summary Report and detailed background report (see list of Reporting items in Attachment) to State weekly on day agreed upon by both AHS and State. Report</p> <p>AHS will deliver ad hoc reports within two business days of the agreed upon delivery dates of any given report</p>	\$500 per failure to meet reporting deadlines.
12.	Call Reason	AHS will add, delete or change Call Reason reporting within two business days of any request by the State	\$500 per failure to meet this deadline