

Call Center Request for Quotes

Questions and Answers

Number	Question	Response																				
1	<p>From Page 2 – Existing Call Center Services and Call Volume”</p> <p>a. The RFP lists volume of calls, but does not list duration of calls.</p> <p>b. QUESTION– what is the duration of each type of call?</p>	<p>Prior to a contractor taking applications and renewals, BHSF experienced the following handle times:</p> <p>General - 9.2 minutes talk and wrap Provider - 9.7 minutes talk and wrap web chat - 7:3 minutes chat and wrap Application - 12.1 minutes talk and wrap Renewal - 12.3 minutes talk and wrap</p>																				
2	<p>From Page 2 – “Existing Call Center Services and Call Volume”</p> <p>a. The RFP has an average number of calls, but does not specify the peak and valley call demand throughout the day</p> <p>b. QUESTION – What are the peak call times and what volume is expected in these peak hours of the day?</p>	<p>9:00 AM - 3:00 PM are the normal peak hours.</p> <table><tr><td>7 AM</td><td>202.16</td></tr><tr><td>8 AM</td><td>726.63</td></tr><tr><td>9 AM</td><td>1014.42</td></tr><tr><td>10 AM</td><td>1110.42</td></tr><tr><td>11 AM</td><td>1112.21</td></tr><tr><td>12:00 PM</td><td>1030.68</td></tr><tr><td>1 PM</td><td>1064.42</td></tr><tr><td>2 PM</td><td>1087.89</td></tr><tr><td>3 PM</td><td>990.47</td></tr><tr><td>4 PM</td><td>571.16</td></tr></table>	7 AM	202.16	8 AM	726.63	9 AM	1014.42	10 AM	1110.42	11 AM	1112.21	12:00 PM	1030.68	1 PM	1064.42	2 PM	1087.89	3 PM	990.47	4 PM	571.16
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3	<p>From Page 2 – “Existing Call Center Services and Call Volume”, and “Background”</p> <p>a. The RFP does speaks about “calls will increase significantly due to new enrollees...”, but does not give expected volume.</p>	<p>DHH anticipates that approximately 400,000 adults will be enrolled in the new adult program by July 1, 2017.</p> <p>Approximately 10% of enrollees are expected to apply over the phone.</p>																				

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	<p>b. QUESTION – What is the expected volume of calls or enrollees, and over what period of time?</p> <p>c. QUESTION – Over what period of time does DHH expect to have 1,500,000 people enrolled, and what percentage of these will call and be enrolled through this call center?</p>	
4	<p>From Page 2 – “Cost” section</p> <p>a. To be paid, calls must be received and resolved.</p> <p>b. QUESTION - What is the definition of “resolved” ...</p> <p>i. Any call that presents to the center, even if it lasts only seconds</p> <p>ii. Any contact with a customer, even if it less than 1 minute.</p> <p>iii. Clarification needed</p>	Unresolved calls are those that are routed to DHH/BHSF staff for handling. If a call is transferred back to DHH/BHSF, it is not considered resolved.
5	<p>From Page 3 – “work to be performed”</p> <ul style="list-style-type: none"> The IVR system is to be provided by contractor QUESTION – If contractor provides the IVR system, who pays for integration with the Medicaid software? 	Any integration needed in order to ensure compatibility with the Medicaid systems is the responsibility of the contractor.
6	<p>From Page 4 – Item 9</p> <ul style="list-style-type: none"> Tier 2 to handle complex items <p>a. QUESTION – what volume or percentage of daily calls are anticipated to be of Tier 2 complex calls?</p> <p>b. QUESTION – what volume or percentage of these calls require a</p>	<p>Calls should be handled by the agent except in unusual situations when the call should be sent to a supervisor for assistance before sending to DHH/BHSF. Currently, only 2% of answered calls per day sent to the supervisors for review and higher level of assistance.</p>

Number	Question	Response
	transfer to BHSF for a higher level of care?	
7	<p>From Page 4 – Item 11 – Hearing Impaired</p> <p>a. QUESTION – for the hearing impaired, what technology qualifies...</p> <p>i. Chat?</p> <p>ii. Email?</p> <p>iii. TTY devices</p>	TTY and Web chat will qualify for technology for the hearing impaired.
8	<p>From Page 5 – Item D – Reporting Requirements</p> <p>a. The RFP lists the data to be reported</p> <p>b. QUESTION – Do you currently have these statistics so that potential contractors can better project costs to satisfy this RFP?</p>	Daily and monthly statistics are maintained by DHH.
9	<p>From Page 6 – Item E – Call Center Agent Training</p> <p>a. The information refers to a “period of time” for training, but does not speculate as to that period of time, which could be 1 to 8 weeks... or more</p> <p>b. QUESTION – a contractor needs some idea as to a training period for costs (for our employees and for BHSF Trainers and their travel expenses), employee scheduling, etc.</p> <p>c. QUESTION – how often and for what duration would you expect to send a trainer to perform additional training?</p>	A minimum of 4 weeks of training is anticipated. Additional training will be provided as indicated by performance and/or changes to policies and procedures.

Number	Question	Response
10	<p>In General....Software – web based, support, and Integrations</p> <p>a. QUESTION – Since the software is owned by you, who is responsible to ensure that the contractor has full access to the software, including any/all software integrations that are necessary to be compatible with the our phone system and IVR system?</p>	Any integration needed in order to ensure compatibility is the responsibility of the contractor.
11	In General....QUESTION - Do you have a list of compatible systems (Hardware and/or software) that are currently integrated with your systems?	Internet Explorer 11
12	<p>What is the average handle time for the following?</p> <ul style="list-style-type: none"> • Live calls • IVR calls • Application calls • Renewal requests 	<p>Prior to a contractor taking applications and renewals, BHSF experienced the following handle times:</p> <p>Live:</p> <p>General - 9.2 minutes talk and wrap Provider - 9.7 minutes talk and wrap Web chat – 7.3 minutes chat and wrap</p> <p>IVR: Not available for IVR calls</p> <p>Application:</p> <p>12.1 minutes talk and wrap</p> <p>Renewal:</p> <p>12.3 minutes talk and wrap</p>
13	Are the web chats considered a call from a pricing perspective or how are they billed?	Yes, chats are considered a call.
14	How would you like us to price the implementation costs? Should it be one	All start-up costs must be included in the per call received rate.

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	cost for training and technical implementation or split out for clarity?																					
15	Can you provide per hour statistics on the arrival pattern?	<div>1/2016 average calls/hour</div> <table><tr><td>7 AM</td><td>202.16</td></tr><tr><td>8 AM</td><td>726.63</td></tr><tr><td>9 AM</td><td>1014.42</td></tr><tr><td>10 AM</td><td>1110.42</td></tr><tr><td>11 AM</td><td>1112.21</td></tr><tr><td>12:00 PM</td><td>1030.68</td></tr><tr><td>1 PM</td><td>1064.42</td></tr><tr><td>2 PM</td><td>1087.89</td></tr><tr><td>3 PM</td><td>990.47</td></tr><tr><td>4 PM</td><td>571.16</td></tr></table>	7 AM	202.16	8 AM	726.63	9 AM	1014.42	10 AM	1110.42	11 AM	1112.21	12:00 PM	1030.68	1 PM	1064.42	2 PM	1087.89	3 PM	990.47	4 PM	571.16
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16	Please provide the max simultaneous calls that are in process at any given time.	113																				
17	How many new enrollees occur each month?	Approximately 27,000 new members per month.																				
18	What type of volume or number of additional enrollees are expected with the expansion of Medicaid?	DHH anticipates approximately 400,000 adults will be enrolled in the new adult program by July 1, 2017. Approximately 10% may apply over the phone.																				
19	For clarification purposes, DHH is requesting a per call rate regardless of whether it is handled by the IVR or a live agent and would like tiered pricing in the three categories provided?	Yes.																				

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20	Work to be performed, section 3 – do you have an existing IVR solution? Will you please send us the scripting of your IVR branches? Are there dips into a database or web services needed for the IVR functionality?	IVR is used to transfer calls to the Marketplace or healthcare.gov, Bayou Health and the application/renewal call center. There are no dips into a database or web services needed for IV-R functionality.																																																												
21	Will you please provide more details on how CS surveys are to be conducted?	Vendor should propose details.																																																												
22	Is there a TTY requirement?	Yes, TTY is required.																																																												
23	Would DHH/BHSF please provide historical call volumes for the past 12 to 24 months?	<table><tr><th>2015</th><th>Total # Calls Received</th><th>Total Handled by Agents</th><th>Total Calls Handled by IVR</th></tr><tr><td>Jan</td><td>214920</td><td>43960</td><td>146767</td></tr><tr><td>Feb</td><td>204926</td><td>41881</td><td>137709</td></tr><tr><td>Mar</td><td>155965</td><td>54862</td><td>80754</td></tr><tr><td>Apr</td><td>134857</td><td>47918</td><td>69220</td></tr><tr><td>May</td><td>113715</td><td>45090</td><td>61113</td></tr><tr><td>Jun</td><td>118856</td><td>47791</td><td>61792</td></tr><tr><td>Jul</td><td>135531</td><td>49898</td><td>69280</td></tr><tr><td>Aug</td><td>137162</td><td>52627</td><td>69127</td></tr><tr><td>Sep</td><td>141716</td><td>52680</td><td>73060</td></tr><tr><td>Oct</td><td>134391</td><td>56941</td><td>66210</td></tr><tr><td>Nov</td><td>136640</td><td>46737</td><td>70420</td></tr><tr><td>Dec</td><td>149503</td><td>46291</td><td>82669</td></tr><tr><td>Total</td><td>1778182</td><td>586676</td><td>988121</td></tr><tr><td>Avg/Mo</td><td>148182</td><td>48890</td><td>82343</td></tr></table>	2015	Total # Calls Received	Total Handled by Agents	Total Calls Handled by IVR	Jan	214920	43960	146767	Feb	204926	41881	137709	Mar	155965	54862	80754	Apr	134857	47918	69220	May	113715	45090	61113	Jun	118856	47791	61792	Jul	135531	49898	69280	Aug	137162	52627	69127	Sep	141716	52680	73060	Oct	134391	56941	66210	Nov	136640	46737	70420	Dec	149503	46291	82669	Total	1778182	586676	988121	Avg/Mo	148182	48890	82343
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		2014	Total # Calls Received	Total Handled by Agents	Total Calls Handled by IVR
		Jan	173322	48060	110406
		Feb	165331	49451	94735
		Mar	203878	50067	126128
		Apr	166852	52682	90054
		May	152830	46717	78639
		Jun	153140	53614	78869
		Jul	177872	54925	93861
		Aug	176583	52634	99055
		Sep	171837	53964	95840
		Oct	167484	53180	89582
		Nov	130629	37643	76475
		Dec	153344	47206	86689
		Total	1993102	600143	1120333
		Avg/Mo	166092	50012	93361
24	Would DHH/BHSF please provide the Average Handle Time overall or by call type, if available?	<p>Prior to a contractor taking applications and renewals, BHSF experienced the following handle times:</p> <p>General - 9.2 minutes talk and wrap Provider - 9.7 minutes talk and wrap web chat - 7.3 minutes chat and wrap</p>			

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		Application - 12.1 minutes talk and wrap Renewal - 12.3 minutes talk and wrap
25	Would DHH/BHSF please provide data on web chat volume and handle time, if available?	Web chat was turned off from December 2015 through 3/21/16. Prior to 1/2016 our web chat average daily volume was 190 per day with an average total handling time of 7.3 minutes
26	Would DHH please specify the duration of the training timeline?	A minimum of 4 weeks of training is anticipated.
27	As noted on Page 4, Questions 13-16, would DHH/BHSF please specify at what point the Bureau considers a call to be "resolved"?	Unresolved calls are those that are routed to DHH/BHSF staff for handling. If a call is transferred back to DHH/BHSF, it is not considered resolved.
28	How will calls from the current DHH/BHSF 800# be directed to the vendor?	It is DHH/BHSF's preference that the single toll-free number that BHSF currently uses would be used by the contractor and BHSF would coordinate the change if possible.
29	Will the vendor be required to duplicate the existing IVR structure?	The vendor is required to duplicate the existing IVR structure and functionality.
30	Will the vendor use the existing web chat service already in place?	The vendor is responsible for providing their own web chat tool.
31	Will DHH/BHSF support VPN tunnels to provide system access to the vendor?	Yes
32	Are all systems web based applications or will the vendor have to install desktop software?	All systems can be accessed through VPN.
33	Would DHH/BHSF advise on the connectivity protocol that is supported	All systems can be accessed through VPN.

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	<p>for the Call Center Agent to access the following systems:</p> <ul style="list-style-type: none"> o MEDS o ECR o BHSF Application Suite o Online Application System and Paper Application Tool o Medicaid Resource System/MAS o LAMI o MMIS 	
34	Would DHH/BHSF advise on the SLAs for the availability of the systems supported by DHH/BHSF?	DHH's downtime should not negatively impact the billing rate.
35	Would DHH/BHSF advise if there's a Single Sign-on available for agents to access these systems or would a separate id/password is needed?	Credentials are unique to each of the BHSF systems.
36	Would DHH/BHSF advise how id/password reset requests will be supported?	Yes, upon finalizing contract negotiations, DHH will advise the process for handling ID/password reset requests.
37	What is the average talk time for the calls?	<p>Prior to a contractor taking applications and renewals, BHSF experienced the following handle times:</p> <p>General - 9.2 talk and wrap Provider - 9.7 talk and wrap web chat - 7:3 chat and wrap Application - 12.1 talk and wrap Renewal -12.3 talk and wrap</p>
38	Can the call center be located in another state?	There may call center staff located out of state, but 51% of staff must be housed in Louisiana.

Number	Question	Response
39	Can the call center utilize work from home agents?	Yes
40	How are the web chats to be compensated? Should we price based on price per CONTACT versus per CALL?	Web chats should be considered as a call in the pricing tier.
41	Is May 1, 2016 the expected contract start date or the expected go-live date that the first calls will be taken?	Expected go-live date
42	If May 1, 2016 is not the expected go-live date, what is the date the vendor can expect to start taking calls?	NA
43	If there is any seasonality in calls throughout the year, please provide reports showing the anticipated monthly volumes throughout the year handled by the CSU.	Calls tend to increase during Marketplace open enrollment or healthcare.gov and Bayou Health open enrollment.
44	Please clarify if the number of telephone applications and renewals represent the number of completed applications and renewals or just the number attempted?	1/2016 - 2,261 applications taken 2,125 (94%) complete 136 (6%) incomplete
45	What is the average number of telephone applications and renewals that are started but not submitted/completed?	Approximately 6%
46	Is the 54,229 average monthly call volume handled by the Customer Services Unit included in the 100,200 listed as average monthly IVR volume?	Handled calls are the ones assisted by an agent, not IVR.
47	The RFQ states, "It is anticipated that the volume of calls will increase significantly due to the addition of new enrollees who will be unfamiliar with the	DHH anticipates approximately 400,000 adults will be enrolled in the new adult program by July 1, 2017. Approximately 10% may apply over the phone.

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	Medicaid application and enrollment process.” What percentage increase in call volume should bidders assume? Providing this data will allow all bidders to submit comparable prices.	
48	How does BHSF want vendors to submit pricing? Is there a pricing form or should the vendors include it in the body of the email?	The vendors should include in the body of the email.
49	Please clarify how the vendor will be paid for web chats.	Web chats should be considered as a call in the pricing tier.
50	Please clarify how DHH will classify calls handled by the IVR for purposes of payment. Should all calls that enter the IVR be considered one call for payment purposes?	All calls except for those that receive a busy signal or are abandoned should be considered as one call for payment purposes.
51	Will the vendor use the same single toll-free number for the call center that the BHSF Customer Service Unit currently uses? If so, will the vendor be responsible for coordinating the change of Responsible Organization (RespOrg) or will BHSF coordinate that? The process to port a toll free number typically takes 30 calendar days or more.	It would DHH/BHSF’s preference that the single toll-free number that BHSF currently uses would be used by the contractor and BHSF would coordinate the change if possible.
52	What is the single toll-free number used by the Customer Service Unit?	1-888-342-6207
53	How does the state want to accept IVR-submitted address and phone number changes and new Medicaid card requests? Will the transaction be via a web service, file transfer, or other format?	The contractor would be responsible for making the updates to the member’s demographic information in BHSF’s systems.

Number	Question	Response
54	Please provide the historical average daily or monthly volume of web chat sessions for the past two years.	2014 - 4792/month average 2015 - 3175/month average
55	Please provide the anticipated average daily or monthly volume of web chat sessions.	Web chat was turned off from December 2015 through 3/21/16. Prior to 1/2016 our web chat average daily volume was 190 per day with an average total handling time of 7.3 minutes.
56	Please provide the BHSF privacy and security rules and requirements governing the use of web chat, such as the maximum number of web chats that an agent can handle concurrently and/or the types of inquiries that an agent can address using web chat.	The existing Medicaid call center handles one chat at a time, but there is no known restriction on the number that can be handled at one time. Agents can address all types of inquiries via web chat as via live call.
57	Please provide any technical security requirements for web chat, such as encryption of the chat data in transmission or storage of chat data that may contain Protected Health Information.	Web chats must occur via a secure http site.
58	Should the vendor assume they will be using the web chat tool currently used by BHSF or will the vendor be responsible for providing their own web chat tool?	The vendor is responsible for providing their own web chat tool.
59	Does the current systems listed in Appendix A support authorized representatives? Will the vendor need to process requests to become an authorized representative, or is there a referral back to BHSF for these requests?	The systems do support activities by an authorized representative for an applicant, but a call center agent is not considered an authorized representative. Call center agents will complete appropriate documentation to become system users.

Number	Question	Response
60	Is the average wait time to be applied on a daily or monthly basis? If measured on a daily basis vendor costs will be more than double.	As written in the request for quotes, it is on a daily basis. Quotes can be provided for both situations.
61	Is the average abandonment rate measured on a daily or monthly basis? If measured on a daily basis vendor costs will be more than double.	As written in the request for quotes, it is on a daily basis. Quotes can be provided for both situations.
62	Please provide the average handle time vendors should assume for incoming and outgoing Customer Services Unit calls.	Vendors should review the statistics provided in order to acquire this information.
63	The RFQ specifies the need for two (2) Spanish-speaking agents and two (2) Vietnamese-speaking agents. Please provide the volume of non-English calls, by language, taken currently by the Customer Service Unit.	Information was unavailable until 1/11/16 when a Spanish queue was. Total Spanish calls from 1/11/16 - 2/11/16 = 2772.
64	Does the BHSF Electronic Case Record provide any reporting capabilities that would be accessible to the call center? If so, please provide a list of reports that would be available to vendors.	No reports are available.
65	The RFQ states that the vendor will assume responsibility for Louisiana Medicaid Application and Renewal Assistance Call Center calls in November 2016. These calls involve taking an entire Medicaid application over the phone and therefore have an average handle time of over 25 minutes. Does BHSF prefer the vendors to submit a separate set of "per call" pricing, effective 11/1/16 to account for this change? Or	The vendors should submit one average per call received price effective 11/1/16.

Number	Question	Response
	should the vendors submit one average “per call” price for the duration of the period of performance?	
66	Completing new Medicaid Applications includes enrollment broker activities defined in 42 CFR 438.810, specifically providing information on available plans and taking enrollment selections by phone. As required by 42 CFR 438.810, please confirm the selected vendor must be free of any conflict of interest with any health plans, and must have no direct or indirect financial relationship with health plans.	Confirmed
67	Please provide screenshots and user guides for the ECR, MEDS, Application Suite, and Online Application System that correlate to the level of access that the vendor will have.	These materials will be provided to the selected contractor via secure e-mail.
68	Does any system provided by BHSF allow the vendor to track the wrap code, calls related to eligibility matters, and calls related to non-eligibility matters?	This tracking ability will be done by the vendor, using the vendor’s technology, and not via any existing BHSF system.
69	The RFQ states that BHSF will provide train-the-trainer sessions and materials. How far in advance of the go-live date will BHSF be able to provide that training? What is the expected duration of the training?	Training will take a minimum of 4 weeks.
70	Please provide the technical specifications required to connect to the systems listed in Appendix A. For example: are all systems open to the	VPN access will be required to access all of these systems.

Number	Question	Response
	internet? Do any require a site-to-site VPN in order to access?	
71	What is the process and timeline for the vendor to establish connectivity to the systems listed in Appendix A?	Once proper forms are completed, VPN access is granted and user IDs are activated, vendor will have immediate access to the systems.
72	What is the process and timeline for the vendor to provision user accounts for the systems listed in Appendix A that users would need access to?	A new user ID packet and a confidentiality agreement will need to be submitted by each user. User IDs are required to access the systems. A list of users with their email addresses should be submitted once contract upon request from DHH. If packets are completed accurately, accounts can be created within 7-10 days.
73	Do all BHSF systems listed in Appendix A share a common set of credentials? Or are credentials unique to each system?	Credentials are unique to each of the BHSF systems.
74	<p>Please provide Average Handling Time for:</p> <ul style="list-style-type: none"> • Call Volume – 54,299 • IVR Volume (calls contained within IVR) – 100,200 • Application Volume – 2,502 • Renewal Volume - 527 	<p>Prior to a contractor taking applications and renewals, BHSF experienced the following handle times:</p> <p>General - 9.2 talk and wrap Provider - 9.7 talk and wrap Web chat - 7.3 chat and wrap Application - 12.1 talk and wrap Renewal - 12.3 talk and wrap</p>
75	Please provide monthly volume, Average Handling Time and expected service levels for web chats?	<ul style="list-style-type: none"> • 2015 - 3175/month average • Average handling time - 7.3 minutes call and wrap • Web chats receive the same service as telephone call

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76	What is the expected length of new hire training?	Training will be a minimum of 4 weeks.
77	Whether companies from Outside USA can apply for this? (like,from India or Canada)	No
78	Whether we need to come over there for meetings?	Yes
79	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No
80	Can we submit the proposals via email????	Yes
81	What is the average handle time for applications and renewals?	Applications – average total handling time = 12.1 minutes Renewals – average total handling time = 12.3 minutes
82	What is the monthly web chat volume and average handle time?	Web chat was turned off in December 2015 until 3/21/16. Prior to December, our web chat average daily volume was 190 per day with an average total handling time of 7.3 minutes
83	Are the BHFS systems that the call center agents need to access exposed to the Internet: Through a portal? Through a VPN?	BHSF systems require VPN to connect to the DHH network.
84	Is there any Disaster Recovery requirement: If there is, how rapidly shall the contractor resume operations after the declaration of a disaster?	Vendor must be able to sustain call center performance levels in situations where there is high call volume or low staff availability. Such situations may include, but are not limited to, increases in call volume, emergency situations (including natural disasters such as

Number	Question	Response
		hurricanes), and low staff availability due to staff participating in training, staff illnesses and vacations. Vendor must restore operations within 72 hours.
85	Is there any requirement related to the availability of the contact center? Is a redundant (highly available) PBX system required?	Yes
86	Can the State please clarify what the definition of “resolved” for the purposes of payment tier determination? For example, for calls that are transferred or escalated to entities outside of the vendor call center per the operating procedures, would these calls be considered resolved?	The only calls that are not to be considered “resolved” for the purposes of the payment tier determination are those routed to DHH/BHSF/Medicaid staff for handling. If a call is transferred back to DHH, it is not considered resolved.
87	Please confirm that the costing methodology is correct in the following example: If there were 250,000 calls received per month, the first 200,000 would be billed at Rate One and the second 50,000 calls would be billed at Rate Two?	Yes, the initial 200,000 would be billed at Rate One and the Second 50,000 would be billed at Rate Two
88	Please confirm that all start-up costs must be included within the per call received rate as opposed to a separate implementation fee.	Yes, all start-up costs must be included within the per call received rate.