

#### What We'll Cover

- State Specifics
- Servicing Carrier Selection and Oversight System (SCSOS<sup>SM</sup> Service) Enhancements
- Bid Process Improvements



## State Specifics

Request for Proposal (RFP) Requirements

- Minimum Writings
- In-State Office
- Additional Documents



**RMF** 2024

## State Specifics (cont'd)

- Request for Proposal (RFP) Requirements
  - Number of carriers
  - Quota ranges
  - Scoring weights
- Manual Exhibits



### SCSOS<sup>SM</sup> Service Enhancements

- Easier to "Paste" Text
- Character Count Excludes Formatting
- Improved Reports
- New Text Changed Report
- New Contracts Page



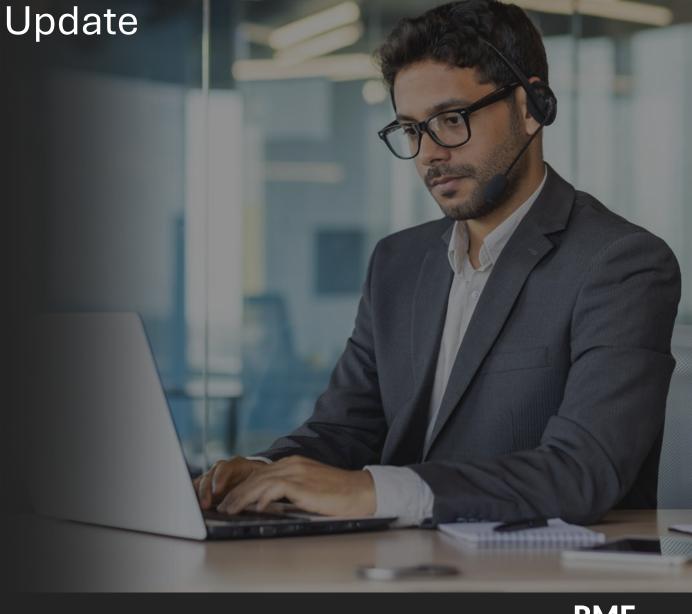
### **Bid Process Efficiencies**

- Modernized Q&A
- Plan of Operation Questions Update
  - Claims
  - State specifics



Plan of Operation Questions Update

- Clarify
  - Easier to understand
  - More specific
- Streamline
  - Add radio buttons
  - Combine questions



## **Annual Survey**

- Beginning in September 2024
- Email Automated Survey
- Quick and Easy



# Summary

- Review State Specifics
- SCSOS<sup>SM</sup> Service Enhancements
- Plan of Operation Improvements
- Annual Survey

