



Bid Process Discussion

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What We'll Cover

- State Specifics
- ***Servicing Carrier Selection and Oversight System (SCSOSSM Service)*** Enhancements
- Bid Process Improvements



State Specifics

Request for Proposal (RFP) Requirements

- Minimum Writings
- In-State Office
- Additional Documents



State Specifics (cont'd)

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

SCSOSSM 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
- **SCSOSSM Service** Enhancements
- Plan of Operation Improvements
- Annual Survey

