

Proposal Quick Start

RFP Software

Discover the advantages of simplicity and powerful features



Proposal Quick Start (PQS) achieves its user-friendliness through streamlined features and an intuitive interface that we specifically tailored to the proposal development process.

As easy as Drag, Drop, and Click

| 🖊 Proposal Quick Start (| 20) | | - @ × |
|---------------------------------------|--|--|-----------------|
| . ≡ . | Proposal Quick Start Documents Analysis Click the Run button | Select Reports to be generated | U Run |
| Docs Analysis | Section Láco: | | |
| Compare Doc.s | | | |
| | Section C.docx Section M.docx Drag & Drop | | |
| Account About Help Customize | or browse Any Related Documents Supports.docx &.pdf | | |



Starter Compliance Matrix



| -4 | | с | | E F | G | | A | 8 | с | | D | E | F | G | н | E. | j | К | 1 |
|-------------|------------------------------------|-----------|-----------|-----------------|------|------|-------------------|-----------------|---------------|--------------|---|------------|------------|------------|--------|-----|------------|---------------|---|
| 1 | Proposal Quick S | tart - St | arter Con | mpliance Matrix | | 1 51 | arter Comp | liance Matrix I | for Section C | | | | | | | | | | |
| 2 | | | | | | 2 | | | | | | | | | | | | | |
| 3 | | | | | | 3 P | age (Para R | Fx No. Capt | ion | | Paragraphs | Prop. Vol. | Prop. Sec. | Compliance | Author | SME | Page Limit | your Comments | |
| 4 | | 5 | 5 | S. | | 1.11 | | | | | include holidays. | | | | | | | | |
| 5 | | Section L | Section C | Section M | | 120 | | | | | | | | | | | | | |
| б | | ŝ | ŝ | n i | () | 10 | 0 (118) | | | | The contractor shall keep the plan up-to- | | | | | | | | |
| 7 | | | 0 | 5 | | | | | | | date and provide such updates to CMS at | | | | | | | | |
| 8 | Starter Compliance | | | | | | | | | | least monthly or upon request. | | | | | | | | |
| Constant of | accordances | | | | | 121 | 0(119) 3 | | New Contes | Development | t 3.1.2 New Content Development | | | | | | | | |
| | according | | | | | | 0(119) 3 0(120) 3 | | New Conten | t Developmen | 3.1.2-1 In accordance with the content- | | | | | | | | |
| | advise | 1 | | 1 | | 10 | /(120) 3 | .1.2-1 | | | | | | | | | | | |
| | advised | 3 | | 2 | | | | | | | management plan, the contractor shall develop CSR scripts and other materials to | | | | | | | | |
| | advises | | | | | | | | | | effectively respond to customer inquiries | | | | | | | | |
| | analyze | | 3 | | | | | | | | across all contact channels. This includes | | | | | | | | |
| 1000 | are to | 4 | 2 | 2 | _ | | | | | | proposing new formats and approaches to | | | | | | | | |
| | attest | | | | | | | | | | improve content effectiveness. | | | | | | | | |
| | attests | | | | | 123 | | | | | improve content encenteness. | | | | | | | | |
| | be able to | | | | | |)(121) 3 | 1.2-2 | | | 3.1.2-2 For new content, the contractor shall | 7 | | | | | | | |
| | be expected to be necessary to | | | | | | (,,) | | | | conduct research to develop CSR scripts | | | | | | | | |
| | be necessary to be obligated to | | | | - | | | | | | that provide a thorough response to | | | | | | | | |
| | be required to | | | | - | | | | | | beneficiaries' and customers' issues. The | | | | | | | | |
| | certified | | | | | | | | | | CTC contractor shall ensure that CMS | | | | | | | | |
| | certifies | | 1 | | | | | | | | content is: | | | | | | | | |
| | certify | | | | | 124 | | | | | | | | | | | | | |
| | compliance | | 3 | 1 | | | (122) 3 | .1.2-3 | | | 3.1.2-3 Reliable and consistent across all | • | | | | | | | |
| | complies | | 1 | | | | | | | | contact center channels and with other CMS | | | | | | | | |
| | comply | 1 | 14 | | | | | | | | communications (e.g., Healthcare.gov, | | | | | | | | |
| | complying | | | | | | | | | | Medicare.gov website); Accurate in | | | | | | | | |
| | describe | 3 | 2 | | | | | | | | accordance with CMS policy and | | | | | | | | |
| 31 | develop | | 23 | | | | | | | | procedures; | | | | | | | | |
| 32 | ensure | 4 | 32 | | | 125 | | | | | | | | | | | | | |
| 33 | ensured | | | | | | 0 (123) | Writ | ten to CMS p | ain language | ta Written to CMS plain language standards; | | | | | | | | |
| 34 | ensures | | | | | 10 | 0 (124) | | | | Integrated into Content Viewer and | | | | | | | | |
| 35 | ensuring | 1 | (4) | 1 | | | | | | | presented in a format that supports | | | | | | | | |
| 36 | essential | | | | | | | | | | maximum CSR performance effectiveness | | | | | | | | |
| | evaluation | 22 | 2 | 18 | | | | | | | and efficiency; Updated in a timely manner | | | | | | | | |
| | expect | | | | | | | | | | to ensure responsiveness to caller | | | | | | | | |
| | expected | | 1 | 1 - | | | | | | | inquiries; Available in English and Spanish | | | | | | | | |
| | expects | | | | | | | | | | language versions; and, Written to meet the | | | | | | | | |
| | have to | | | | | | | | | | Americans with Disabilities Act (ADA) | | | | | | | | |
| 47 | | | | | | | | | | | Section 508 requirements . | | | | | | | | |
| | < > Sumr | nary S | ection L | Section C Secti | on M | < | 5 | Summary | Section L | Section C | Section M + | | | | | | | : . | |

Proposal Quick Start's (PQS) advanced AI parser, leveraging Natural Language Processing (NLP) and vector analysis, excels at extracting and organizing requirements from complex documents like government RFPs. Unlike standard keyword-based parsers, it accurately identifies nuanced requirement statements.

It automates the identification of critical compliance terms (such as "SHALL," "MUST," "WILL") and rapidly generates structured compliance matrices, boosting both speed and accuracy while ensuring no requirements are missed.

Furthermore, PQS produces Excel outputs with detailed, cross-referenced reports that highlight gaps and inconsistencies. This speeds up reviews and significantly enhances proposal efficiency and accuracy, crucial for success in competitive bidding environments like government contracting.



| | A | В | С | D | E | F | G | н | 1 | |
|-----|------------|--------------|---|--|---|--|---------------------------------|-----------|---------------|--|
| 1 1 | Requireme | ents Cross-R | eference for Section L | | | | | | | |
| 2 | | | | | | | | - | <u></u> | |
| 3 | Page (Para | Number | Primary Text | Section C | Section C | Section C | Section C | Section M | Your Comments | |
| 206 | 12 (204) | 01.4 | | enrollment, complaints, plan comparisons, prescription drug benefit enrollment and disenrollment, and appeal status (see below in section 1 for a full list of inquiry types). For the ACA, CCO responds to right | project goals, joint operating agreements (JOAs), issues, risks, and risk mitigation strategies to CMS stakeholders; Risk Mitigation Approach - the process, methods, tools, and resources that will be applied to the | | to | | | |
| | 12 (204) | | B)-4 Demonstrate a comprehensive, sound, and reasonable approach to ensuring critical information is shared between its personnel performing the training, and content development functions and the integration between the functional components of the contract to support a continuous | | · · | ement Refer | | | | |
| 207 | 12 (205) | B)-5 | realistic and reasonable staffing levels and the appropriate mix of skills for each Contract Line Item (i.e., based on the offeror's proposed approach to the SOW requirements .) . Demonstrate through a detailed Staffing Plan Table (Level of | content development program that shares knowledge across the CCO team and rapidly incorporates new program initiatives and emerging/specialized | The Context shall develop a content management plan that governs the creation, review, revision, approval, and removal of content assets. Specifically, the CTC contractor's plan will lay out the contractor's approach to maintaining accurate, "plain-language" | 32 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 -2 | assumptions and constraints for | | | |

communication products across all

channels. Specific plan requirements

To ensure consistent and thorough requirement identification, Proposal Quick Start's Requirements Cross Reference feature automatically aligns related paragraphs across multiple documents or within one. It effectively maps requirements between Federal Sections L, C, and M. Users can also optimize accuracy and efficiency by controlling the paragraph similarity threshold, allowing for fine-tuned matches.

led, computer-based, and virtual

consumers, their families, and

caregivers

training to improve the accuracy and

quality of service for beneficiaries and include the following:

for all positions by SOW task 3.1

Continuous Improvement and 3.4

identification of the Prime and all

Program Management (with

number and types of p

Content, 3.2 Training, 3.3 Continues

Use Cases - Save Hours...

descriptions, task dependencies, task

deliverables, and identification of the

roles, responsibilities and allocations

critical path; Staffing Approach - the

durations, milestones, resources,

- Color Review
- Compliance Tracking
- Writing Assignments
- Past Performance Analysis
- Task Order Compiler
- Starter Compliance Matrix
- Requirements Gap Analysis

ProposalQuickStart.com

Document Readability

We designed the Readability Report to be both simple and powerful to help you quickly identify paragraphs that may need revision, we added a color-coded column that indicates the level of textual complexity at a glance.

Plain language is crucial for government proposals because it ensures clarity, accessibility, and compliance with communication standards.

Competitor

| 1 | A | | C | 0 | 1 | , |
|-----|--|-------------------------------|---|----------------------|-------------|---|
| 1 | Oraft_Response_TX2-Corp (9).docx Generated on 29 Jan 2024 15:18 | | | | | |
| a a | Lecation | Cutagory | Document Content | Readability (Flench) | Grade Level | Suggestions |
| Î | Executive Summary | Very Long Sentence | TR2 Network fractivatinges, U.E. (552), the leader in global network data future, analysis, and visualization, is othering its off-the-abell state of global network sortigins scales to the department of diversing the UBSG, Network Communications System (NCS) in response to Solicitation PSH 60-G 0023. TR2 is othering the following wet assussible products for a period of one-pere (base) with two option years, which meet or exercised al resolutionences unclined by VCS in the solicitation. | 8/330 | Grade 21.1 | Try to light these very long ventances. They are 31 and 41 words long. Consider bullet points or lists. |
| | Executive Summary | Indiden Verb Long Sentence | | 6/310 | Grade (J7.7 | Try to make 'aggregation' into a verb. Try to split this long sentence. It is 26 words long. Consider bullet points or lists. |
| 5 | | Very Long | TR2TourikTM - An intuitive network analyst interface which provides reliable internet | A-1100 | Grade 27.8 | Try to split this very long sentence. It is 38 words long. |
| | Executive Summary | Seitence | The investment of an intervent network analysis methods which provide measure measure Navigation System, allowing an analysis to characterize and analysis intervest and instrument multiple and architecture, of to country information, and other critical architectural and electric valued information. | Nº 100 | 17 and 27 8 | Try to get the very song sentence. It is be words song. Consider bullet points or lists. |
| , | Executive Summary | Halden Verb | TX22stat will serve up three applications through a Section 308 compliant web tensions fasced interface. TX2 tension's Technologies is compliant with all DHs policies, procedures, and standards. | 34/100 | forum EL7 | Try to make "applications" into a verb. |
| | Executive Summary | Long Sentence | TX2 leads the industry in automated network analysis tools due to their operational experience as network analysts and their focus on providing a useable and effective | 3/300 | Grade 18.5 | Try to split this long sentence. It is 28 words long. Consider bullet points or lists. |



| 1 | Proposal | Quick Star | t - Readability Report | | | |
|----|-----------|-------------------------|--|----------------------|--|---------------|
| | | - Section M | <i>i</i> . | | | |
| 3 | | | | | | |
| 4 | Long Sen | tences: Breaku | up long sentences into shorter ones. Create bull | et points or lists. | | |
| 5 | Passive V | oice: Rewrite Pa | assive Voice words using active voice. In active | voice, it is clear w | ho performs the action. | |
| | Complex \ | dords : Use easy | words with fewer syllables. Complex words can | be hard to read. | | |
| 7 | | | | | | |
| 8 | | | 10 Grade Level: Difficult | | | |
| 9 | | | 23 Long Sentences | | | |
| 10 | | | 36 Passive Voice | | | |
| 11 | | | | | | |
| 12 | age(Para | Readability | Paragraphs | Grade Level | Details | your Comments |
| 40 | 3 (29) | Difficult | Simultaneously developing and updating training products in English (e.g., e-learning modules, instructor guides, participant guides, process manuals, assessments, job aids) and CSR phone scripts in Spanish and alds) and CSR phone scripts in Spanish and English for a contact center with annual volumes consistent with the CCO Medicare and Marketplace training and scripting volumes contained in Attachment J-8 Proposal Assumptions. | 12.8 | 1 Long Sentence: Words 63 - Simultaneously developing and updating training products in 3 Complex Words: simultaneously developing participant | |
| 41 | 3 (30) | | Criterion D: Training and Content Challenges | • | | |
| 43 | 3 (31) | Very Confusing | The Government will evaluate the extent to which the offeror's approach is comprehensive, specific, and clearly demonstrates that the offeror possesses the knowledge and expertise within the key contract components of training and content. | | 1 Long Sentence: Words 40 - The Government will evaluate the extent to 1 Complex Word: demonstrates | |
| 44 | 3 (32) | Very Easy | Scripting and Training for Medicare's coverage of hospice benefits: | 3 | 1 Complex Word: medicare's | |
| 45 | 3 (33) | Very Easy | The Government will also evaluate the extent to which the offeror's: | 3 | | |
| | 3 (34) | Difficult | training methodology and delivery would be easily understood by a CSR and impart the knowledge needed for the CSR to address a caller's inquiries. | 12.1 | 2 Complex Words: methodology delivery | |
| 46 | 3 (35) | Standard | content is accurate, complete, in plain language and is relevant to the inquiries received in the CCO environment .appropriate for people with Medicare. | 8.9 | 1 Complex Word: environment | |
| 48 | 3 (36) | | Alert for Marketplace Policy Change: | • | | |
| 49 | 3 (37) | Very Easy | The Government will also evaluate the extent to which the offeror's alert: | 3 | | |
| | 3 (38) | Very Confusing | assists CSRs in addressing the associated Marketplace inquiry, provides accurate | 22.6 | 1 Long Sentence: Words 43 - assists CSRs in addressing the | |
| | < > | Sectio | on L Section C Section M | + | | |

Documents Compare

Quickly identify differences between versions of the same document.

Proposal Quick Start simplified Document Comparison by using color-coded highlighting changes: red for deletions, green for insertions, and yellow for modifications.

| 1 | А | В | C | D | F | F |
|----|-----|----------|-----------------------|--|---|---|
| 1 | | | - | Section L and MA-VDL DRAFT Section L V2 | - | |
| 2 | | | | | | |
| 3 | | Line No. | Change Type | Old Document | New Document | Modified Details |
| | | | | Government reserves the right to not award | Government reserves the right to not award | |
| | | | | a contract as a result of this solicitation. In | a contract as a result of this solicitation. In | |
| | | | | the event of contract award, EMD efforts are | the event of contract award, EMD efforts are | |
| | | | | intended to be performed on a Firm-Fixed- | intended to be performed on a Firm-Fixed- | |
| | | | | Price (FFP) basis. CLIN types are as denoted | | |
| | | | | in the Model Contract. | in the Model Contract. | |
| 15 | | | | | | |
| | | 14 | Inserted | | In accordance with Government | |
| 16 | | , | | | requirements, all tasks must be regulated. | |
| 17 | | 15 | Inserted | | | |
| 18 | | 16 17 | Unchanged Modified | 1.2 Use of Non-Government Advisors Offerors are advised that technical and | 1.2 Use of Non-Government Advisors | Ofference and shared all and the standard sectors in the standard sectors and |
| | | 1/ | Modified | cost/price data submitted to the | Offerors are advised that technical, | Offerors are advised that technical technical, |
| | | | | government in response to this solicitation | personnel, and cost/price data submitted to the government in response to this | personnel, and cost/price data submitted to the government in response to this |
| | | | | may be released to non-government | solicitation may be released to non- | solicitation may be released to non- |
| | | | | advisors for review and analysis. The non- | government advisors for review and | government advisors for review and |
| | | | | government advisor support will be | analysis. The non-government advisor | analysis. The non-government advisor |
| | | | | provided by: | support will be provided by: | support will be provided by: |
| 19 | | | | provided by: | support will be provided by. | support will be provided by. |
| | | 18 | Unchanged | Offerors shall complete paragraph (b)(2) or | Offerors shall complete paragraph (b)(2) or | |
| | | | Ū | provide written objection to disclosure as | provide written objection to disclosure as | |
| | | | | indicated in paragraph (b)(1) if the offeror | indicated in paragraph (b)(1) if the offeror | |
| | | | | objects to disclosure of a portion of the | objects to disclosure of a portion of the | |
| | | | | proposal, the consent in (b)(2) should be | proposal, the consent in (b)(2) should be | |
| | | | | provided for the remainder of the proposal. | provided for the remainder of the proposal. | |
| 20 | | | | | | |
| 21 | | | Deleted | 3.1.2 Page Size and Format | | |
| | | 20 | Deleted | A page is defined as each face of a sheet of | | |
| | | | | paper containing information. When both | | |
| | | | | sides of a sheet display printed material, it | | |
| | | | | shall be counted as two pages. Page size | | |
| | | | | shall be 8.5 x 11 inches, not including | | |
| | | | | foldouts. Pages shall be single spaced. | | |
| | | | | Except for the reproduced sections of the | | |
| | | | | solicitation document, the font shall be Times New Roman and the text size shall be | | |
| | | | | no less than 12 point. Tracking, kerning, and | | |
| | | | | leading values shall not be changed from | | |
| | | | | the default values of the MS Word 2010 or | | |
| | < > | Docum | nents Difference | + | | |
| | | Docur | inenta pinterence | T | | |

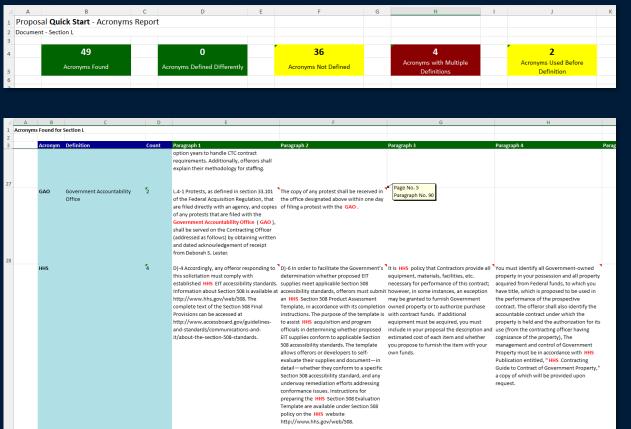
Offerors are advised that technical<u>technical</u>, personnel, and cost/price data submitted to the government in response to this solicitation may be released to nongovernment advisors for review and analysis. The non-government advisor support will be provided by:



Acronym Finder



Click the report type to go to the selected report.





Proposal Quick Start's Acronym Finder improves on traditional tools by building on the lessons learned from Atebion's AcroSeeker.

Unlike other tools that combine all validation results into a single report, PQS organizes each type of validation into separate, clearly tagged Excel sheets. This structure makes it easier to locate and review specific acronym issues, especially when managing large, complex lists.

Additionally, PQS displays up to 20 paragraphs where each acronym appears, giving users a full view of usage context. Most other tools show only the first instance, which limits visibility into how acronyms are used throughout a document.

Validation Checks:

- Acronyms Found
- Acronyms Defined Differently
- Acronyms Not Defined
- Multiple Definitions
- Acronyms Used Before Definitions

FAR Clause Mapping

Proposal Quick Start stands out as perhaps the only software that links FAR Clause text directly to paragraphs containing the specific FAR Clause numeric notations. This unique feature allows for more efficient and accurate cross-referencing of regulatory requirements, streamlining compliance review by pinpointing exact mentions of FAR clauses within the document.

- Reduce risk of missing a FAR Clause, by Proposal Quick Start automatically updating to the latest FAR clause regulations via the Government website, eliminating the need to manually maintain a FAR Clause dictionary.
- Finds the entire series for a FAR Clause. For example, FAR 39.2 pulls the clause text for 39.201 through 39.205.
- *SCIF environments do not have internet connections. However, FAR libraries can be imported from a CD containing a FAR DITA zip file found on the Government's website.

Proposal compliance is critical for government contractors because it ensures adherence to legal requirements (ref. FAR Clauses), demonstrates capability and reliability, streamlines the evaluation process, mitigates risks, and enhances the contractor's reputation and credibility. These factors collectively increase the likelihood of winning contracts and securing future opportunities.

*Sensitive Compartmented Information Facility (SCIF)

| 2 1 | The Federal | use Mapping for MA-YDL_DRAFT_ Acquisiton Regulation (FAR) is a set of roles the | it govern how the federal government been rape | D ika welanika. | E | ł | ы | н | 1 | | ĸ | L |
|-----|-------------|---|--|--|--|---|---|---|--|--|---|-----------------------------------|
| 3 6 | Page (P | Paragraph | FAB | FAR | FAB | FAB | FAR | FAR | FAR | FAB | FAR | FAR |
| 0 | | Government vill retain one copy of all | This subpart prescribes requirements for establishing maintaining, and disposing | | 4.802 Contract files. (a) | 4,003 Contents of contract files. (a) | 4.004-1 Closeout by the office administering the contract. (4) | 4.804-2 Closeout of the contracting office files if another office administers the contract. | 4.004-3 Closeout of paging office contract files. The paging office shall close the contract | 4.004-4 Physically completed contracts. (a) | 4.004-5 Procedures for closing out contract files. (4) | 4.004 Closeout of contract lifes. |
| 4 | 1(29) | Sector | o contract like. | Providing information for reviews and investigations; and(4) Furnishing essential facts in the event of Bigation or congressional ingulies. 15506 Postavant debriefing | for the sequelation and the await, the subsymptotic of contrast a settinguishing and any advergence at actions taken by the sequelation of the setting of the setting of the setting of the setting of the setting of the actions of the setting of the setting of the actions of the setting of the setting of the setting of the setting of the setting of the setting of the setting of the setting of the low of the setting of the setting of the setting of the setting of the setting of the low of the setting of the setting of the setting of the low of the setting of the setting of the setting of the low of the setting of the setting of the setting of the low of the setting of the setting of the setting of the low of the set of the set of the set of the low of the set of the set of the set of the low of the set of the set of the set of the low of the set of the set of the set of the low of the low of the set of the set of the set of the low of | requests for copies of the solicitation vere denied, together with the reasons for denial (6) Set-axide decision (see 19.506) including the type and extent of market research conducted (7) 15.506 Fourtaward detriving | be considered closed when the contracting officer receives evidence of receipt of property and final pagment, unless otherwise specified by agency regulations (2) Files for firm-fixed-price contracts, other than those using | () Contrast files to contrast unity dimitist sequitations proceeding to contrast of the contrast of the sequence to contrast of the sequence to contrast of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence of the sequence | file upob issuesce of the final payment vooublet. | Except as provided in paragraph (b) of this section, a contract is considered to be physically completed when-(1))) The contractor has | The contract administration office is responsible for initiating (witomated or manual) administrative obsecut of the contract after receiving evidence of its physical completion. At the outset of this process, the contract | |
| | | or any generation is would have frame than the second second sec | The difference that are present as mean of difference that are present as the second that are the second that are the second that are the second that are th | of offenses. (30) No offenses. (30) No offenses. Segment particular development of the segment particular development of the segment particular development of the second in a second server vite (55:00)(b). that is a development of a transmission of the transmission of the second second second second server particular development of second second second second second second second second development of dags after second second second second second development of the second second second development of the second second second beginged contract and vite, also a torold is a reference of the second second second beginged contract and vite, also a torold is a reference of the second second second second beginged contract and vite, also a torold is a reference of the second second second second second beginged contract and vite, also a torold is a reference of the second second second second second second beginged contract and vite, also a torold is a reference of the second second second second second second beginged contract and vite, also a torold is a reference of the second secon | (d) " The share of the share of | of alterns. (a)(1) A control agent in testined by the approxy stifts 3 days after the data on which has defend has the data on which has defend has the data on which has defend has and a far and a control and the has and a far and a control and the has not a contrast amelia(2) To the maximum enter parcial data (2)) To the maximum defending in low of a parameter defending in | | | | | | |
| 5, | | Interfaction Review Roommers and sectors and the sector Roommers and sectors and the sectors of the sector Roommers and the sectors and the sectors of the sector Roommers and the sectors of the sectors of the sector Roommers and the sectors of the sectors | The original state of the second state of the | operand for and provide the second | The contraction officer shall | decentry particular to 500(42), o wy | | | | | | |
| 6 | | 3.7-1Each volume of the proposal shall be separately bound in a three-ring, loose leaf binder permitting the volume to le flat often open. Stuppes shall not be used. A count shad it while bound in | marking of contractor bid or proposal | | | | | | | | | |



Custom Reports

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Section M

Proposal Quick Start - Action Words



| 10 (117) Maintain compliance with Section 508 accessibility requirements Use reasonable efforts to respond as quickly as practicuable to unplaned critical requests to develop content and coordinate related activities and deployment with CMS and the CCO during the CCO's hours of operation, which are 24 hours per day, 7 days per week, and include holidays. Provide 10 (118) The contractor shall keep the plan up-to- date and provide such updates to CMS at least monthly or upon request. Provide 2 10 (119) 3.1.2 3.1.2.1 in accordance with the content- management plan, the contractor shall develop. CSR scripts and other materials to effectively respond to customer inquiries across all contact channels. This includes proposing new formats and approaches to improve content effectiveness. Develop, Ensure, Provide 10 (121) 3.1.2.2 for new content, the contractor shall contact channels. This includes proposing new formats and approaches to improve content effectiveness. The CTC contractor shall ensure that CMS content is: In accordance with contact center channels and with other CMS content is: 10 (122) 3.1.2.3 Reliable and consistent across all contact center channels and with other CMS communications (e.g., Healthcare.gov, Medicare.gov website); Accurate in accordance with CMS policy and procedures; In accordance with contact center channels and with other CMS | 4 | A | 8 | C | D | E | |
|---|---|----------------------|--------------|--|---|---------------|--|
| 10 (117) Scripts, and other materials specified by Aintain compliance, with Section 508 accessibility requirements. Use reasonable of forts to respond as quickly as practicable to unplanned critical requests to develop content and coordinate related activities and deployment with CMS and the CCO during the CCO's hours of operation, which are 24 hours per day, 7 days per week, and Include holidays. Provide 10 (118) The contractor shall keep the plan up-to- date and provide such updates to CMS at least monthly or upon request. Provide 10 (119) 3.1.2 3.1.2 New Content Development Develop, in accordance with develop CSR scripts and other materials to effectively respond to customer inquires across all contact channels. This includes proposing new formats and approaches to improve content effectiveness. Develop, Ensure, Provide 10 (121) 3.1.2-2 3.1.2-3 for new content, the contractor shall beneficiater' and customer' insues. The CTC contractor shall ensure that CMS conduct research to develop CSR scripts that provide a thorough response to beneficiater' and customer' insues. The CTC contractor shall ensure that CMS content is: In accordance with contact center channels and with other CMS communications (e.g., Healthcure, gov, Medicare, gov website); Accurate in accordance with CMS policy and procedures; In accordance with contact center channels and with other CMS | | Action Wo | ords for Sec | tion C | | | |
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Proposal Quick Start (PQS) supports both out-of-the-box and custom dictionary terms.

Our dictionary terms support wildcards as well. ? = Any single character * = Zero or more characters # = any single digit (0 to 9)

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