**CUSTOMER SERVICE CENTER (CSC) RFP**

**SOLICITATION #: OS/CSC-15-001-S**

**QUESTIONS and RESPONSES: SERIES 6**

**September 4, 2014**

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| **Question #** | **RFP Section** | **RFP Page** | **Question / Response** |
| 279. | 3.3.1 | 50 | Regarding Web-based CRM requirement (3.3.1). We would like to make sure as to the definition of web-based: A web-based application refers to any program that is accessed over a network connection using HTTP. Web-based applications can run inside a Web browser or they may be client-based, where a small part of the program is downloaded to a user’s desktop, but processing is done over the Internet on an external server.A browser-based system, on the other hand, can be accessed from any Internet browser, with no download required.Would the State please confirm that the RFP is referring to the first definition and not the second, which is a browser-based system? |
| Response |  |  | The Offeror shall propose a secure web solution that meets the requirements of the RFP and offers ease of accessibility to all users using either of the solutions referenced.  |
| 280. | 3.6.1 | 72 | Section 3.6.1 Service Level agreement (SLA) for Abandoned Calls states that, “the maximum tolerance of total calls abandonment at any given point in time that can happen in the IVRS or when a CSR is already in communication with the caller and the call drops”, is targeted to be less than 1%. Current rates of abandonment are averaging 5-6%, would DHR consider aligning with industry standard of 5%? |
| Response |  |  | The Department will revise the Abandoned Calls service level performance measure to 5% or less. Please refer to Amendment #4.  |
| 281. |  |  | On or about 13 August we submitted a series of questions that included the following one which was only just answered (#221). *Q: Section 4.4.2.6 Offeror Technical Response to RFP Requirements and Proposed Work Plan states that: “A. The Offeror shall address each Scope of Work requirement (Section 3) in its Technical Proposal and describe how its proposed services, including the services of any proposed subcontractor(s), will meet or exceed the requirement(s). If the State is seeking Offeror agreement to any requirement(s), the Offeror shall state its agreement or disagreement. Any paragraph in the Technical Proposal that responds to a Scope of Work (Section 3) requirement shall include an explanation of how the work will be done. Any exception to a requirement, term, or condition may result in having the Proposal classified as not reasonably susceptible of being selected for award or the Offeror deemed not responsible.”**Most of the many requirements and sub-requirements could be most effectively answered with a Compliance statement. Is this approach acceptable where it is obvious? (Example: for the ACD: “A. Display call-handling statistics real-time, such as number of calls in queue, current hold time, Abandoned Calls, etc.” XXX company Complies).* *In cases where it is obvious that a detailed response is required or where a supplier exceeds the requirement, a detailed response would be provided. Can you confirm that this approach is acceptable?* *A: A detailed description of how the Offeror intends to meets all of the requirements is requested.* Given the extensive impact this answer has on the degree of requirement response content and the fact that it has just been answered approximately two weeks after the question was submitted, we respectfully request an extension to the closing date of an additional two weeks.  |
| Response |  |  | In view of the number of questions submitted, the Department will extend the Proposal due date for one week or September 22, 2014. Please refer to Amendment #4.  |
| 282. |  |  | Concerning the CRM solution; What sort of access does the state require to the CRM system?  Is it view only (reports, etc) or do you need to edit/work in detail in the CRM? |
| Response |  |  | DHR users will need to view and make updates to customers’ case files in the CRM.  |
| 283. |  |  | In light of a he additional 100 questions, another addendum and IVR flowchart, I would like to respectively ask for an extension of the due date again.          |
| Response |  |  | Yes. Please see Amendment #4. |
| 284. | Attachment F Cost Proposal |  | We have found the following issues with the Cost Proposal:1. The cell for the one time only transition-in price is locked and does not allow bidders to enter their price.
2. The cells for the year five fully loaded fixed prices for all CSR call handling and correspondence handling are locked and do not allow bidders to enter their price.
3. The correspondence handling prices for years two through five are not multiplying the correct cells. Please correct to multiply the fully loaded price by the average monthly volume and not by the previous year’s price.

Would the State please provide a new Attachment F Cost Proposal that corrects these issues? |
| Response |  |  | Yes. See Amendment #4 and the revised Attachment F. |
| 285. |  |  | Attachment F – Financial Proposal Form requires a price in the Transition tab of the workbook. The cell is locked and a price cannot be entered. Please provide an unlocked version. |
| Response |  |  | Yes. See Amendment #4 and revised Attachment F. |
| 286. |  |  | Is there a requirement to price Transition Out? |
| Response |  |  | No. |
| 287. |  |  | We know and understand the Living wages laws for the state of Maryland and we will adhere to them.​The question is if I have less than 40% of the work being performed outside of the state of MD what is the living wage requirements of that work if any for this contract? |
| Response |  |  | See Amendment #2. The specific Living Wage rate is determined by whether a majority of services take place in a Tier 1 Area or Tier 2 Area of the Sate.  The Tier 1 Area includes Anne Arundel, Baltimore, Howard, Montgomery, and Prince George's Counties and Baltimore City.  The Tier 2 Area includes any county in the State not included in the Tier 1 Area.​Ø  **If the contractor provides 50% or more of the services from a location(s) in a Tier 1 jurisdiction(s) the contract will be a Tier 1 contract.**Ø  **If the contractor provides 50% or more of the services from a location(s) in a Tier 2 jurisdiction(s), the contract will be a Tier 2 contract.** |
| Question #156 | Call Center Questions, Training |  | What is the estimated training time in hours and days per agent? Please provide an overview of the training curriculum for agents, quality assurance agents and supervisors. How many times on average, per year, does DHR perform “ongoing/refresher” training? If so, how many estimated hours should be set aside for the ongoing/refresher training?  |
| RevisedResponse |  |  | The successful Contractor can expect to spend approximately 3-4 weeks of face-to-face training for the CSEA and FIA Programs. Another 2-3 weeks of web based training on CSEA, CSO, and other customer service center matters. All of the training is expected to last all day. Additional training on any new systems will be provided as needed. Face-to-face training will be conducted at a DHR facility.  |