**CUSTOMER SERVICE CENTER (CSC) RFP**

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

**QUESTIONS and RESPONSES: SERIES 5**

**August 27, 2014**

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| **Question #** | **RFP Section** | **Page #** | **Question / Response** |
| 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?  |
| Response |  |  | Training generally takes anywhere from 3 - 4 weeks (inclusive of all Programs). Training will be conducted at a DHR facility.  |
| 157. | ECMS system | Page 54, B | Please provide the contact information of the company from which we must purchase hardware and software from. |
| Response |  |  |  DHR will provide this information to the successful Offeror. Below is a cost estimate for the hardware and software (Onbase) for Offerors to use for pricing purposes.* Cost of one Scan Station: $12,000
* Estimated Onbase concurrent retrieval license, plus first year of maintenance: $2103 per unit price

The Offeror should forecast one concurrent Onbase license per every three retrieval users. |
| 158. |  |  | Can the monthly automated Customer Service Surveys be by e-mail and/or web, or only by IVR?  |
| Response |  |  | The requirement is for vendors to host a secure website for customers to respond to satisfaction surveys. The link to the survey may be delivered via email and text. See Amendment #3. |
| 159. | IVR Voice Mails |  | Please provide the number of calls per day that go into the IVR system and leave voice mail messages. Please provide the average number of voice mails that require an outbound call back per day.  |
| Response |  |  | There is currently no voice mail messaging service set up through the IVR. Call back volumes are presented in Attachment R. |
| 160. |  |  | Can the monthly automated Customer Service Surveys be by e-mail and/or web, or only by IVR?  |
| Response |  |  | See Response #158 and Amendment #3. |
| 161. | 3.3.1.B | 50 | Is there a specific methodology that DHR requires the contractor to use in order to define and bill the proportional time of a call? If so, please provide details of that methodology. |
| Response |  |  | The Contractor shall report and invoice based on the percentage of time spent by a CSR on each Administration. See Section 3 – Table 8: Operations Report, CSR Call Report. This report has to be provided to the State Project Manager on a monthly basis. The Offeror shall propose a methodology that meets the requirement in the RFP in section 3.31.B. |
| 162. | Section 3.2 CSC Services & Requirements |  | What is the current number of T1 PRI lines currently installed into the IVRS?  |
| Response |  |  | There are a number of trunks coming into the facility of the current vendor, which are dynamically allocated depending on demand.  |
| 163. | Section 3.2.1 IVRS |  | Please provide a copy of the existing IVRS scripts for the contractor to be able to size the labor effort and price required to program the IVRS scripts into the contractor’s proposed IVRS.  |
| Response |  |  | See ATTACHMENT X, DHR IVR CALL FLOW STRUCTURE included in Amendment #3. |
| 164. | Section 3.2.1 IVRS, Item D |  | Please identify the existing toll free telephone number(s). Will the State or the contractor own the toll-free telephone number? Will the State or contractor be responsible for paying the long distance charges? |
| Response |  |  | See the Response to Question #73. The State will pay the long distance charges. |
| 165. | Section 3.2.1 IVRS, Item G |  | Can the contractor propose using a third party translation service in addition to staffing at least 10% of the CSRs with multi-lingual personnel?  |
| Response |  |  | Yes. |
| 166. | Section 3.2.1 IVRS, Item G |  | Is it acceptable to record the IVR script messages using an automated voice versus a live person voice? |
| Response |  |  | IVR script messages must be recorded using a live person’s voice. |
| 167. | Section 3.2.1 IVRS, Item T |  | Please identify which DHR systems and applications in Attachment P require the caller to enter user-id and pin to be allowed to retrieve confidential information from the IVR?  |
| Response |  |  | The caller will not connect to any DHR systems or applications listed in Attachment P. The User ID and PIN are used to retrieve information downloaded and ingested into the IVR. |
| 168. | Section 3.2.1 IVRS, Item V |  | Please identify which DHR systems and application in Attachment P require database access from the IVR for “data dips”. Please identify which DHR systems and application in Attachment P require access from the IVR via web services. |
| Response |  |  | The IVR will not connect to any DHR system. Data will be extracted and downloaded per the Response to Question #19. |
| 169. | Section 3.2.1 IVRS, Item W |  | Please identify which DHR systems and application in Attachment P require a Google Mail interface from the IVR? |
| Response |  |  | This requirement was deleted. See Amendment #2. |
| 170. | Section 3.2.2 Priority Access |  | How do callers from DHR offices currently bypass IVR prompts to speak directly with the CSRs? How do DHR Administrations currently directly contact CSC management?  |
| Response |  |  | DHR management and DHR monitoring staff connect directly with CSC management, not CSRs. |
| 171. | Section 3.2.3 ACD System, Item F |  | What percentage of calls are to be recorded? What percentage of CSRs are to be recorded? In addition to the State Program Manager, who else requires the capability to review call recordings?  |
| Response |  |  | 100 % of calls and 100 % of CSRs are to be recorded.The State Project Manager and any designee(s) will require the capability to review call recordings. |
| 172. | Section 3.2.3 ACD System, Item G |  | Please provide an example of a User, Station, Workgroup, ACD, Line and system queue. |
| Response |  |  | The Offeror shall propose how the ACD will handle these types of queues to meet the requirements of the RFP.  |
| 173. | Section 3.2.3 ACD System, Item J |  | How does the ACD currently identify specific DHR Administrations? |
| Response |  |  | The ACD identifies specific DHR Administrations by workgroups.  |
| 174. | Section 3.2.4 CSR |  | Please confirm that CSRs and supervisors must be dedicated to the MD DHR CSC contract and cannot be shared with other non-MD DHR CSC contracts. |
| Response |  |  | Yes. CSRs and supervisors must be dedicated to the DHR CSC contract and cannot be shared with other non- DHR CSC contracts. |
| 175. | Section 3.2.4.1 General CSR Requirements, Item B |  | Please identify the DHR systems and applications in Attachment P that CSRs are required to have access to from their desktop computer. |
| Response |  |  | See the Response to Question #28. |
| 176. | Section 3.2.4.1 General CSR Requirements, Item C |  | Are all CSRs required to have ACD telephone, personal DID number, facsimile, and email access? |
| Response |  |  | Yes. |
| 177. | Section 3.2.4.1 General CSR Requirements, Item F |  | Are the Customer Service Scripts automated or manual? If automated, in what application? The CRM? |
| Response |  |  | Current customer service scripts are manual. The Offeror’s CRM must have both capabilities. The scripts must be automated wherever feasible. |
| 178. | Section 3.2.4.3 Postal Mail/Document Fulfillment Requirement |  | Can the contractor propose the mailing and document fulfillment function as an off-site service located out-of-state in a shared fulfillment center rather than performed on-site by the CSRs? |
| Response |  |  | Documents such as, applications and forms that do not contain PII may be processed at an offsite fulfillment center. Documents containing PII shall be processed within the CSC. See Amendment #3. |
| 179. | Section 3.2.4.4 Email Requirement |  | What is the CSC’s current email system (Google Mail?) How does the CSC email system automatically detect that the customer email contains Case specific questions and automatically responds with an Administration specific statement?  |
| Response |  |  | The current CSC does not support this capability. The Offeror shall propose a methodology for meeting this requirement. |
| 180. | Section 3.3.1 CRM General Requirements |  | Please identify the product name and manufacturer of the existing CRM application in use by the Customer Service Center. What other web-based CRM packages would meet the State’s requirements? |
| Response |  |  | This is a new requirement under this RFP. |
| 181. | Section 3.3.1 CRM General Requirements, Item A |  | What are the total number of users and maximum number of concurrent users that will require access to the contractor-provided CRM system? |
| Response |  |  | The potential universe of users is 5000. The estimated number of concurrent users is 1500.  |
| 182. | Section 3.3.1 CRM General Requirements, Item B |  | Please confirm that the contractor shall invoice for CSR calls based on the records in the CRM not the records in the ACD. Please confirm that a record must be created in the CRM for every CSR call and that the calls must be identified by the DHR Administration for billing purposes. How are CSR calls identified by DHR Administration in the CRM database? |
| Response |  |  | Yes. The invoice shall be based on calls resolved by a CSR and stored in the CRM and the calls must be identified by the DHR Administration for billing purposes. See the Response to Question #161. |
| 183. | Section 3.3.1 CRM General Requirements, Item D |  | Is it acceptable that the bulk emails and customer survey capability be provided by either the CRM or ACD? |
| Response |  |  | Outbound emails to notify customers to answer surveys may be provided by the CRM or ACD. The actual survey must be administered on a secure website. See the Responses to Questions #16 and #17. |
| 184. | Section 3.3.1 CRM General Requirements, Item I |  | Please identify which DHR systems and applications in Attachment P the CRM is required to interface to. |
| Response |  |  | See the Responses to Questions #19 and # 21. |
| 185. | Section 3.4.5 Correspondence/Document Processing Services |  | Please a configuration and costs of the ECMS hardware, software licenses, and maintenance for the contractor to be able to include the costs in its pricing. |
| Response |  |  | See the Response to Question #157. |
| 186. | Section 3.4.5 Correspondence/Document Processing Services |  | Please confirm that the successor contractor is not required to store paper documents from the predecessor contractor. Please confirm that the successor contractor will turn over the paper documents to the State for storage after the contract ends. |
| Response |  |  | No. The successor Contractor is not required to store paper documents from the predecessor Contractor. |
| 187. | Section 3.5.1 Technical Requirements General, Item E |  | What are the two 10 mbps circuits from the contractor’s facility to the State’s facilities currently used for?  |
| Response |  |  | See the Response to Question # 96. |
| 188. | Section 3.5.1 Technical Requirements General, Item F |  | Please identify the current web-based Correspondence workflow process that facilitates electronic correspondence between customers and DHR. See section 3.3.1.M (11). |
| Response |  |  | The current CSC does not provide this function.  |
| 189. | Section 3.5.1 Technical Requirements General, Item G |  | Please identify the contractor-provided systems that will require multi-factor authentication. |
| Response |  |  | See the Response to Question # 99. |
| 190. | Section 3.5.1 Technical Requirements General, Item I |  | Please identify the software product currently designated by the State to update the State’s automated systems via electronic transmission of data.  |
| Response |  |  | There is no requirement for direct access to DHR systems or web services. See the Responses to Questions #19 and # 21. |
| 191. | Section 3.5.1 Technical Requirements General, Item K |  | Please identify the number of months that each type of data (call data, CRM data, voice recordings) must be kept online and if the data should be subsequently purged or archived.  |
| Response |  |  | Voice Recordings are to be maintained for 12 months. CRM data and call data shall be maintained in accordance with the approved Transition-Out Plan. |
| 192. | Section 3.5.6.2 DRP |  | Is the contractor required to provide a backup CSC System to be installed in a backup data center and the capability to switchover from the primary CSC System to the backup CSC System in the event the primary CSC system is inoperable? Is the contractor required to provide an alternate operating CSC facility and the capability to relocate the CSC staff to the alternate operating CSC facility in the event the primary CSC facility is inoperable? |
| Response |  |  | Yes. The Offeror shall propose how they will meet this requirement in the Business Continuity Plan. See Section 3 - Table 1: Service Level Metrics – Hardware & Software Solution Availability for details. |
| 193. | Section 3.5.8 Technical – Support Services & Service Level Agreements – System & File Restoration |  | How is average file restoration time per month currently measured? Who (contractor or State or both) is responsible for measuring and reporting on average file restoration time per month? Please provide a copy of the monthly “average file restoration time” report |
| Response |  |  | The average file restoration time per month is not currently measured.  |
| 194. | Section 3.5.8 Technical – Support Services & Service Level Agreements – IVR, CRM and ACD Availability |  | Please confirm that the contractor is only responsible for providing 99.90% system availability for the contractor-provided Customer Service Center (CSC) System and is not responsible for downtime caused by non-contractor provided systems, applications, or networks (e.g., CSES, CARES, CDB).  |
| Response |  |  | The Contractor is required to maintain 99.9% system availability for the Contractor provided CSC system. The CSC shall continue to take calls regardless of downtime caused by non-Contractor provided systems, applications, or networks (e.g., CSES, CARES, CDB). |
| 195. | Section 3.5.8 Technical – Support Services & Service Level Agreements – IVR, CRM and ACD Availability |  | Please define “downtime” in terms of measuring system availability. For example, downtime in the ACD is the inability to make inbound or outbound calls; downtime in the IVR is the inability to receive inbound calls; and downtime in the CRM system is the inability to process transactions. Who (contractor or State or both) will be responsible for measuring and reporting on monthly CSC System availability? Please provide a copy of the monthly CSC System availability report.  |
| Response |  |  | These examples are accurate. The Contractor is responsible for measuring and reporting on monthly CSC System availability. See System Downtime sheet in Attachment R. |
| 196. | Section 3.6.1 Service Level Agreement – Active Toll Free Number |  | Please identify the carrier that currently provides the toll free number (i.e., Verizon)? How is the monthly availability of the toll free number currently measured and reported? Please provide a copy of the monthly Active Toll Free Number availability report.  |
| Response |  |  | The current toll free numbers are provided by Verizon. |
| 197. | Section 3.6.1 Service Level Agreement – IVRS First Response Time |  | How is the average number of rings per month in the IVRS currently measured and reported? Please provide a copy of the monthly IVRS “average number of rings” report.  |
| Response |  |  | The requested data is not applicable. The Contractor shall meet the requirements in RFP Section 3.6.1. |
| 198. | Section 3.6.1 Service Level Agreement – IVR Call |  | How is the average number of “no answers” in the IVR per month currently measured and reported? Please provide a copy of the monthly IVR “No Answers” report.  |
| Response |  |  | The requested data is not applicable. The Contractor shall meet the requirement in RFP Section 3.6.1. |
| 199. | Section 3.8.2 Key Personnel |  | Please confirm that the following are the “key personnel” positions: Contractor’s Project Manager, IT Specialist, Supervisor Manager, and Training Lead. Please confirm that the contractors are allowed to propose the number of personnel per key position based upon their staffing plan? |
| Response |  |  | In addition to the above minimum key personnel list, a Project Executive was added per Amendment #2. Offerors are allowed to propose the number of personnel per key position based upon their staffing plan. |
| 200. | Section 3.9 Training |  | Please provide a copy of the train-the-trainer curriculum for DHR policies and procedures and the DHR Systems and applications in Appendix P. |
| Response |  |  | This RFP includes an expanded scope of services and will require a customized train-the-trainer curriculum, which will be provided to the successful Offeror.  |
| 201. | Section 3.9 Training |  | What is the average number of days for the State to complete setting up new user accounts to provide CSR access to the DHR Systems and Applications in Appendix P after the contractor submits the access request forms to the State Project Manager?  |
| Response |  |  | Account creation for DHR systems will take up to 20 business days.  The successful Offeror shall complete the appropriate forms and submit to the State Project Manager.  Upon receipt of the completed forms, the State Project Manager will forward the forms for authorization by designated DHR personnel.  The forms with original signatures are then submitted to OTHS.  This process may take 5 to 10 business days depending upon the type of account and level of access requested.  Once OTHS receives the forms, they are processed in order of receipt which may take up to 10 business days.  Any forms that are incomplete or incorrect will not be processed and will be returned for submission.   |
| 202. | 3.13.2 State Supplied Services, Item B |  | In addition to providing user accounts for DHR systems and applications, will the State also provide all required hardware and software required to access DHR’s systems and application; i.e., 3270 terminal emulation client software to access the CARES IBM mainframe legacy application and client software to access server based applications such as MD Chessie? |
| Response |  |  | Most apps are web-based and require Internet Explorer v8.  MD CHESSIE is the exception as this is a custom built application that cannot be purchased.  The Contractor is responsible for providing all necessary hardware and software required to connect to DHR systems (i.e. computers, network, printers, Terminal Emulation software, etc.). See Attachment S, Exhibit 3 (Revised). |
| 203. | 3.13.2 State Supplied Services, Item F |  | Why would the contractor need a copy of the current screens? Is the State referring to 3270 emulation screens that the contractor would be required to program into IBM 3270 terminal emulation software? Will the State provide all required IBM 3270 emulation software to access CARES (and CSES?) as government furnished equipment (GFE)? |
| Response |  |  | We will provide the copy of the screens for information purposes. This is not referring to 3270 emulation screens that the Contractor would be required to program. The 3270 emulation software is part of the standard configuration. See Attachment S, Exhibit 3 (Revised) for the requirements for the Contractor supplied standard configurations. |
| 204. | Section 3.12.3 Operational Reports |  | 1. Please provide a copy of the following reports:
	1. IVR Call Report for the semi-annual period from 1/1/2014 to 6/30/2014.
	2. CSR Call Report for the semi-annual period from 1/1/2014 to 6/30/2014.
	3. IVR, CRM and ACD Availability Report for the monthly periods from 1/1/2014 to 6/30/2014.
 |
| Response |  |  | See Attachment R for the requested data. |
| 205. | Section 3.16 Payment/Billing Terms |  | The State is requesting tiered pricing for higher call volumes. Can the contractor also propose tiered pricing for lower call volumes? |
| Response |  |  | The Contractor shall use pricing tiers as indicated in Attachment F. |
| 206. | Section 3.16.2 Customer Inquiries Handled by CSRs in the CSC |  | Will the State pay for abandoned calls or only answered calls? How will the State determine that calls were “resolved” and qualify for payment? Will the State conduct a 100% review of each call or conduct a random sampling of calls? How many calls does the State currently review each month and what percentage of calls does the State deny payment because the calls were not “resolved”? |
| Response |  |  | The Contractor shall bill and the State will only pay for calls resolved per the payment terms in RFP Section 3.16. The call resolution will be based on the call status within the CRM. The State will conduct a 1% review using a random sample. See Attachment R for volumes.  |
| 207. | Attachment P – DHR Systems and Applications |  | Please identify each DHR system and application that the contractor-operated CSC is required to interface to. Please identify the PC client interface for each DHR system and application. For example, the contractor is required to interface the CSC to CSES using what PC client interface; i.e., web-based, 3270 terminal emulation, or client-server software? The contractor is required to interface the CSC to CARES using what PC client interface; i.e., IBM 3270 terminal emulation? |
| Response |  |  | Systems are either web based or use 3270 emulation. See Attachment S, Exhibit 3 (Revised) for the standard configuration. |
| 208. | Attachment F Financial Proposal Instructions |  | Please confirm that calculations shall be rounded to the nearest whole dollar amount only for final total dollar amounts not for intermediate calculations. |
| Response |  |  | Transition-In Services: The Financial Proposal Form (Attachment F) is designed to only accept a whole dollar amount for the Transition-In One Time Only Price. 5-Year Contract Period: The Financial Proposal Form (Attachment F) is designed to automatically round up to the nearest whole dollar all Annual Pricing and Total Pricing All Years – All Transaction Types, not the Offeror’s fully-loaded Fixed Prices or Fixed Unit Prices.5-Year Task Order Requests: The Financial Proposal Form (Attachment F) is designed to automatically round up to the nearest whole dollar the 5-Year Total Price for each Labor Category, not the Offeror’s Hourly Rate for each Labor Category.Summary Page: The Financial Proposal Form (Attachment F) Summary Page is designed to only carryover the whole dollar amount for each item listed. The GRAND TOTAL PROPOSAL PRICE, used to rank Financial Proposals, will be a whole dollar amount. |
| 209. | Attachment F Financial Proposal Form, 5 Years Tab |  | Are all inbound and outbound calls processed by the IVRS included in the monthly volume for IVR Call Handling? Are inbound calls routed to a CSR queue included in the estimated monthly volume for IVR Call Handling? |
| Response |  |  | There are no outbound calls in the IVRS. Estimated inbound calls taken by CSRs are included in the IVR totals. See Attachment R. |
| 210. | Attachment F Financial Proposal Form, 5 Years Tab |  | Are all inbound calls answered by the CSRs included in the monthly volume for CSR Call Handling - Inbound? |
| Response |  |  | Per Attachment R, Telephone Volumes, Total Calls Answered by CSRs is the sum of columns E, H, N and Q. |
| 211. | Attachment F Financial Proposal Form, 5 Years Tab |  | Are all outbound calls made by the CSRs or CSC System included in the monthly volume for CSR Call Handling (Outbound)? Are the following types of outbound calls included in the monthly volume for CSR Call Handling (Outbound):* 1. Outbound calls sending robot and text messages (Section 3.2.1 IVRS, Item K)?
	2. Outbound call-backs (Section 3.2.3 ACD, Item E)?
	3. Non-ACD special official calls (Section 3.2.3 ACD, Item H)?
 |
| Response |  |  | In the current volumes, only subsection (b) Outbound call-backs are represented. |
| 212. | Attachment S Technical Specifications, Exhibit 3 DHR IT Hardware Standards |  | Are contractors required to meet the DHR Hardware Standards for contractor-provided desktop and notebook/laptop computers? |
| Response |  |  | Yes. |
| 213. | 3.2.1.D | 44 | Provide the number of minutes for calls in languages other than Spanish that the contractor should expect to handle per month (historical volumes |
| Response |  |  | DHR does not track this currently.  |
| 214. | 3.9.D | 82  | May the contractor use current computer-based training to deliver training on the CRM for the 5,000 DHR staff? |
| Response |  |  | Yes. DHR will also require customized training as needed. |
| 215. | 3.4.5.A | 54 | Please explain what the Contractor is required to do if a document cannot be indexed to a case record.   |
| Response |  |  | All documents have to be indexed. |
| 216. | 3.2.4.3 | 49 | What types of documents will the CSC receive? |
| Response |  |  | The CSC will receive verification documents via facsimile. Offerors may propose alternative secure methods to receive verification documents. |
| 217. | 3.3.1.D | 50 | How will DHR identify the clients to be contacted via outbound campaigns?  Will the Contractor receive a file for this purpose? If so, what data elements will be on the file and what is the frequency that the file will be sent to the Contractor? |
| Response |  |  | There are no outbound campaigns required in this RFP. |
| 218. | 4.4.2.6.C | 108 | Is Location requirement 4.4.2.6.E on page 109 redundant with 4.4.2.C on page 108? |
| Response |  |  | These sections have been revised. See Amendment #2. |
| 219. | 4.4.2.7 |  | Experience and Qualifications of Proposed Staff indicates that “Letters of intended commitment to work on the project, including letters from any proposed subcontractor(s), shall be included in this section.” We are presuming that letters are only required from sub-contractors, as employees are under our control. Can you confirm? |
| Response |  |  | Letters of commitment must be submitted from subcontractors (of the Contractor) and any other individuals deemed key that are being proposed to provide work under the Contract. See Amendment #2, item #11. |
| 220. | 4.4.2.6 |  | Offeror Technical Response to RFP Requirements and Proposed Work Plan has two subsections that deal with Locations as follows: C. The Offeror shall identify the location(s) from which it proposes to provide the services, including, if applicable, any current facilities that it operates, and any required construction to satisfy the State’s requirements as outlined in this RFP.E. The Offeror must identify in its Proposal the location(s) from which services will be provided, including the location(s) from which 50% or more of the Contract services will be provided.Can you provide more clarification for what is required for each of these subsections? |
| Response |  |  | See Response to Question #218. |
| 221. | 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? |
| Response |  |  | A detailed description of how the Offeror intends to meets all of the requirements is requested. |
| 222. |  |  | The Statement of Work Section 3 appears to be missing 3.12.4. Is this an oversight? |
| Response |  |  | This is an oversight. There is no RFP Section 3.12.4. |
| 223. |  |  | We noticed on the RFP Key Information Summary Sheet that you have the proposal closing date as September 15, 2015. |
| Response |  |  | The closing date for Proposals is September 15, 2014. See Amendment #1, published on eMaryland Marketplace and the DHR web site on August 4, 2014. |
| 224. | Quality SLA  | Page 73, C | Please provide the menu of questions that will be required. |
| Response |  |  | This question is unclear. Please restate the question and provide the appropriate reference(s). Further, the Desk Reference Guide will be provided to the successful Offeror. |
| 225. | Quality SLA | Page 73, C | How would DHR define the resolution? (example: (balance provided, dates provided, schedule provided, appointment made, etc) |
| Response |  |  | See the Response to Question #206. |
| 226. | Quality SLA  | Page 73, C | Please provide an example of a resolved customer call in the IVR. |
| Response |  |  | A call on the IVR is resolved when it exits one of the approved and published exit points. |
| 227. | Quality SLA | Page 73, C | Please confirm that this data that must be provided to a caller resides in the current DHR databases.  |
| Response |  |  | This question is unclear. Please restate the question and provide the appropriate reference(s). |
| 228. | Quality SLA | Page 73. C | Where is the data that will be provided to the caller during an IVR call? Please provide how the contractor will have access to this data? |
| Response |  |  | See the Response to Question #18. |
| 229. | Quality SLA | Page 73. C. | If 75% of the calls are to be “resolved” in the IVR, there will be additional questions / requests for information from the caller and then there will be additional answers provided by the IVR. What will be the new exact length of IVR call?  |
| Response |  |  | The current time in the IVR averages approximately 1 minute and 30 seconds. Adding additional questions/requests will not necessarily increase the time in the IVR although we anticipate that it may increase volumes. |
| 230. | Quality SLA  | Page 73.C. | How will the contractor be responsible for meeting the Quality SLA page 73,C. if the caller is not satisfied with the answers provided in the IVR and chooses to speak with an agent? |
| Response |  |  | Quality will be measured based on the CSR’s performance.  |
| 231. |  | Page 44, C | Please explain under what scenario that speech to text would be used? Is DHR’s intention to use voice recognition support? Please provide examples.  |
| Response |  |  | See the Response to Question#35. |
| 232. | Quality SLA,  | Page 73, C | Would DHR provide a specific time line in which the 75% resolved calls in the IVR must be met? Would this SLA need to be met at the beginning of the contract or would it be phased in and over what period of time?  |
| Response |  |  | The SLA must be met beginning with the Contractor’s Go-Live date. See RFP Section 1.44.1 (I). |
| 233. |  |  | Questions are due 5 days prior to proposal due date. In the event a question results in a significant revision to the RFP, will DHR extend the proposal due date? |
| Response |  |  | Questions should be submitted as soon as practical prior to the Proposal due date. There are no plans to extend the Proposal due date.  |
| 234. |  |  | Can DHR provide the current number of agents under the current contract? |
| Response |  |  | See the Response to Question #52. |
| 235. | Section 2.1  |  | Under Offeror Minimum Qualifications, it states that “The Offeror shall demonstrate in its Technical Proposal (See Section 4.4.2.5), that it possesses such expertise in-house or has subcontracted with other firms for providing such services:” Can DHR clarify if this means that subcontractor past performance can be included in meeting the requirements of 2.1.1 and 2.1.2? |
| Response |  |  | Yes, subcontractor past experience can be included in meeting these requirements. See Amendment #2, item #11. |
| 236. | Section 3.2.1 |  | Can DHR clarify which of the listed requirements is in place and operating with the current IVR? |
| Response |  |  | See Amendment #3 for the functional requirements in the current IVR call flow diagram.  |
| 237. | Section 3.4.5  |  | If the Contractor already has the hardware, software licenses, and maintenance for an ECMS system that meets DHR’s requirements, will they still be required to purchase these items from the current ECMS provider? |
| Response |  |  | The Contractor is required to provide the hardware, software licenses, and maintenance for an ECMS system that meets DHR’s requirements, including any technical refresh. |
| 238. | Section 4.4.2.8.A-B  |  | Can experience of subcontractor(s) be included to meet these requirements? |
| Response |  |  | Yes, if the subcontractor is used to meet the Offeror Minimum Qualifications in RFP Section 2. See the Revised Response to Question #148 (at the end of this Series) and Amendment #2, item #11.  |
| 239. | Section 4.4.2.8.C |  | By “names and titles of headquarters or regional management personnel,” does this mean Federal and/or State personnel, or other Contractor personnel with whom the Offeror has worked, or both? |
| Response |  |  | DHR requires the names and titles of headquarters or regional management personnel of the Offeror who may be involved with supervising the services to be performed under this Contract. |
| 240. | Section 4.4.2.9  |  | Can experience of subcontractor(s) be included to meet these requirements? |
| Response |  |  | See the Response to Question #238 and the Revised Response to Question #148 (at the end of this Series). |
| 241. | Section 4.4.2.10 |  | Can current and prior state contracts of subcontractor(s) be included to meet these requirements? |
| Response |  |  | Current and prior state contracts of subcontractor(s) used to meet the Offeror Minimum Qualifications can be included to meet these requirements. See Amendment #2, item #11 |
| 242. | 3.3.1.A | 50 | The RFP requires that the CRM support 1,500 concurrent users. Is there any flexibility with that number? Can the Department also provide the anticipated total number of users of the system (non-concurrent)? As concurrent user licenses can be a major software cost driver, using the appropriate concurrent/non-concurrent license ratio will ensure the Department is not expending funds on unneeded licenses. |
| Response |  |  | The Department does not wish to change the minimum number of concurrent users. The maximum number of non-concurrent users is 5000.  |
| 243. | General | N/A | Would the Department please provide the scoring methodology/formula? |
| Response |  |  | Proposals are ranked not scored. See RFP Section 5 – Evaluation Committee, Evaluation Criteria, and Selection Procedure. |
| 244. | General | N/A | What is the weight of the technical proposal relative to the cost proposal? |
| Response |  |  | Technical factors will receive equal weight with financial factors. See RFP Section 5.5.3, Award Determination. |
| 245. | 3.4.5 Correspondence/Document Processing Services | 54 | Would the Department please provide the costs per user associated with the ECMS? |
| Response |  |  | See the Response to Question #157. |
| 246. | 3.4.5 Correspondence/Document Processing Services | 54 | Would the Department please provide the costs per scanner associated with the ECMS? |
| Response |  |  | See the Response to Question #157. |
| 247. | 3.4.5 Correspondence/Document Processing Services | 54 | What are the licensing costs associated with the ECMS? |
| Response |  |  | See the Response to Question #157. |
| 248. | 3.12.6 – Transition – Out Period | 92 | This section lists a number of deliverables expected of the contractor during the transition-out period. Will these same deliverables also be made available to the incoming contractor during the transition-in period for this contract? |
| Response |  |  | This RFP is significantly different from the current Contract so the deliverables may not be exactly the same. However, the current Contractor is required to cooperate in the transition-out activity. |
| 249. | Attachment F – Financial Proposal | 62 | Please provide an example using hypothetical call volumes and prices of how the cost proposal should be completed. A number of issues are causing confusion. Specifically:* The RFP indicates that each Administration will be billed separately for inbound calls. Does this mean that the tier 1 price applies to the first 30,000 monthly calls for each Administration? For example, if Administration A receives 20,000 calls and Administration B receives 20,000 calls, will all be paid at the Tier 1 price? If not, then how?
* How will the tiered pricing work? For example, if there are 90,000 calls will 30,000 be paid at Tier 1 price, 30,000 at tier 2, and 30,000 at tier 3, or will all 90,000 be paid at the tier 3 rate?
* Column D in the tiered pricing applies different percentages to each tier when calculating price. What do these percentages represent and how were they calculated?
 |
| Response |  |  | In response to your 1st and 2nd bullets see the Responses to Questions #65 and #63. Column D represents the weighted percentage each band (range) carries on an annual basis. The weighted percentages were applied based on total calls answered for both English and Spanish for each administration in Attachment R, Call Volumes Matrix – Telephone Volumes sheet. |
| 250. | Attachment F – Financial Proposal | 62 | Do the expected IVR calls of 200,000 per month include the calls that will also be answered by an agent, or are the live agent calls in addition to the 200,000 per month? |
| Response |  |  | Yes. The IVR picks up all calls whether transferred to an agent or resolved in the IVR.  |
| 251. | Attachment S, #3 | 112 | This item implies the Contractor will have responsibilities for processing manual and electronic payments; however, processing manual and electronic payments is not reflected in Section 3 of the RFP. Would the Department please confirm that the Contractor is not responsible for processing manual or electronic payments? |
| Response |  |  | See Amendment #3. These requirements have been removed. |
| 252. | Attachment S, #3-9 | 112 | If the Contractor is not responsible for processing payments, would the Department please remove these requirements for the CRM? |
| Response |  |  | See Amendment #3. |
| 253. | Page 1  | Question 12 | Answer states “IVR equipment is owned by DHR and maintained by Contact Solutions.” Will this solution continue to be in place during the next contract? Will the vendor - Contact Solutions continue providing maintenance for IVR for DHR? What specific IVR activities will the new vendor and the existing vendor share? Does DHR want to continue to maintain the current IVR solution with the vendor Contact Solutions and also require the new vendor to offer and implement a second IVR solution? Will these two IVR solutions need to be integrated or will they remain separate? |
| Response |  |  | This solution will not continue to be in place for the next Contract. The Contractor must supply all hardware and software needed for the requirements in this RFP. |
| 254. | Page 2,  | Question #16 – also in RFP page 45, M. and on page 53, 3.4.3, A. | Do these two sections referencing the same task? Or are they two separate requirements? Also the customer satisfaction reference on page 45 includes DHR’s performance, will DHR provide specific details? |
| Response |  |  | See Amendment #3.  |
| 255. | Page 5 | Question 22 | Answer refers to a letter that must be populated by CSR to accompany other documents to be mailed. How many pages is the cover letter? |
| Response |  |  | Cover letters will be one or two pages. |
| 256. | 3.3.1.A | 50 | In determining the proper CRM solution to meet the 1500 concurrent user license requirement for DHR, it is our understanding that the State is looking for a proven CRM solution that has been implemented in a similar size environment (1500 users) in order to meet the needs of DHR. Is this correct?  |
| Response |  |  | Yes.  |
| 257. | 3.3.1.A | 50 | Will the State consider the licensing cost of a commercial product to be a pass-through cost versus a scored technical cost? |
| Response |  |  | No. |
| 258. | Attachment R |  | Are the call volumes currently answered by the CSRs in the Baltimore City Full Service contract included in the IVR Volume column and in the CSEA Total Calls Received/Answered columns shown in Attachment R? |
| Response |  |  | Attachment R only includes calls received by the current call center and then transferred to the Baltimore City CSEA office. Calls coming directly into the Baltimore City CSEA Office are not included in volumes in Attachment R. |
| 259. | Attachment R |  | Can the DHR explain what has caused the call volumes to the IVR to increase by 50% over the 17 months as shown in the telephone volumes in Attachment R? Are the calls shown on the New IVR tab in Attachment R reflected in the Total Calls volume, or are these expanded incoming lines? |
| Response |  |  | The increase in volume is due to the new IVR functionality implemented in July of 2013. |
| 260. | 3.16 | pg 102 | Can the State please explain how the proposed Tier pricing is to work? Is the pricing done by the total monthly volume at the tier price for that month or the maximum volume for the first tier at the first tier price then the second tier volume at the second tier price, etc.? |
| Response |  |  | See the Responses to Questions #63 and #65. |
| 261. | Attachment F |  | Can the State please explain how the tiered pricing formula in the 5 year tab is supposed to work. The formula is (B\*C\*12)\*%. What is the % is how is it related to the tiering? Why is each tier multiplied by a volume of 30,000 when that only applied to the first tier? |
| Response |  |  | See the Response to Question # 249. |
| 262. | Attachment Q |  | The Exhibit numbering goes from Exhibit 3 to Exhibit 5. Is Exhibit 4 missing or is this a typographical error? If it is missing, please provide. |
| Response |  |  | This is a typographical error. There is no Exhibit 4 in Attachment Q. |
| 263. | Section 3.12 |  | The numbering goes from 3.12.3 to 3.12.5. Is section 3.12.4 missing or is this a typographical error? If it is missing, please provide. |
| Response |  |  | See the Response to Question #222. |
| 264. | 4.2.4, p 105 |  | Is it permissible to number the pages consecutively by tabbed section, (e.g., C-1, C-2; etc.)? |
| Response |  |  | Yes. See the Response to Question #51. |
| 265. | 4.4.2.11, p 111 |  | Due to the length of audited financial statements, is it permissible to include a web link to these documents, or to include them electronically on the CD version only? |
| Response |  |  | DHR requires a hard copy of the audited financial statements in the original and each copy of the Proposal.  |
| 266. | 4.2.4, p 105 |  | Can Offerors exclude signed forms, attachments, reports, tables of content, etc. from the consecutive numbering requirement? |
| Response |  |  | Yes. See the Response to Question #51. |
| 267. | 4.2.2, p 105 |  | Is it permissible for Offerors to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., audited financial statements, reports, etc.)? |
| Response |  |  | Yes, as long as the documents are labeled appropriately. |
| 268. | 4.2.1, p 105 |  | Can Offerors submit signed forms in PDF format? |
| Response |  |  | At least one signed form, of each form requiring a signature, must be an original form with an original signature. |
| 269. | 4.4.2.1 and 4.4.2.2, p 105 |  | Can you please clarify where the Claim of Confidentiality should be placed within proposal response? RFP section 4.4.2.1 states “A Table of Contents shall follow the Title Page for the Technical Proposal” as Tab A; however, 4.4.2.2 states “Any information which is claimed to be confidential/proprietary is to be noted by reference and included after the Title Page and before the Table of Contents” as Tab A-1. |
| Response |  |  | Tab A-1 is part of and will immediately follow Tab A. The Table of Contents will follow Tab A-1. |
| 270. |  |  | Can CSRs work from home? |
| Response |  |  | No. |
| 271. | 3.3.1 p 50 |  | Requirements states approximately 1500 concurrent users. Our estimate for the number of required CSRs are considerably less than 1500 users. Can you provide a breakdown of who will be using the system? |
| Response |  |  | This requirement is for DHR users and not CSRs. |
| 272. | 3.3.1 p 50 |  | Requirement states approximately 1500 concurrent users. Our interpretation is that 1500 users can sign on and use the system all at the same time and at any given time during business hours. If there are 1500 concurrent users using the system, what is the total number of users that will be using the system? |
| Response |  |  | See the Response to Question #181. |
| 273. |  |  | Please let us know why the RFP changed from a facility located in Maryland to a facility located nationally. |
| Response |  |  | This is a policy decision made by DHR. |
| 274. |  |  | Can information regarding the contract award for the Service Access Information Link (SAIL) system be provided, such as the vendor name, contract number, and expiration date? |
| Response |  |  | This information is not relevant to the RFP. |
| 275. | Section 2, Minimum Qualifications |  | Please clarify what is meant by 5 years of CSC experience.  Are bidders required to have experience social service experience similar in size of the DHR CSC?  Are bidders required to have experience similar in scope (all of the individual social service units) to the DHR CSC? Will DHR accept cumulative experience or does each reference/ case study have to be for a single project similar in size and/or scope? |
| Response |  |  | Offeror CSC experience can be that obtained in-house or from subcontracts with other firms possessing experience providing such services. CSC experience does not have to be similar in size or scope to this RFP, and can be from multiple engagements performed within the past 5 years. |
| 276. |  Section 5.2 Technical Proposal Evaluation  |  | The RFP states that each of the proposals will be evaluated according to four areas of importance and given equal weight.  At the Pre-Proposal Meeting, Ms. Ector stated that there will be no percentages or scores.  Please clarify how the proposals will be ranked for the Technical Evaluation if there are no percentages/ scores associated with the sub-factors. |
| Response |  |  | Technical Proposals will be evaluated based on the criteria in RFP Section 5.2, then ranked based considering the criteria in the RFP. For example: Iif there are 5 Technical Proposals, the highest ranked Technical Proposal would be #1 and the lowest ranked Technical Proposal would be #5.  |
| 277. | Section 3.9.1 General Requirements  |  | Is DHR or the contractor responsible for the costs associated with DHR site visits to the contractor’s facility (if the site is not located within Maryland or near a DHR office.)? |
| Response |  |  | DHR is responsible for the costs associated with DHR site visits to the Contractor’s facility (if the site is not located within Maryland or near a DHR office). |
| 278. |  |  | In light of the 155 questions, addendums and major changes pertaining to the CSC RFP would DHR consider an extension of the due date? |
| Response |  |  | The Proposal due date will not be extended.  |
| **Question #124** | 3.2.1.T | 45 | Is it expected to only display data entered on IVR (a.k.a Call Attached Data - CAD) or pull the customer information using the CAD from the Benefits system and display to the CSR? |
| **Revised****Response** |  |  | **See the Response to Question #123.** |
| **Question #148** | 2.1 Offeror Minimum Qualification Requirements |  | Can the prime contractor and subcontractor(s) as a team provide the required two (2) references? |
| **Revised****Response** |  |  | **Yes, the Prime Contractor and subcontractor can, as a team, provide the required two (2) references if the subcontractor is used to meet the Offeror Minimum Qualifications in RFP Section 2.****Also, if the Offeror is a subsidiary of another entity, and the parent organization will guarantee the performance of the subsidiary, then references, minimum qualifications, and financial reports, or experience and documentation (e.g. insurance policies, bonds, letters of credit) used to meet minimum qualifications may be those of the parent organization (see RFP Section 1.22, Offeror Requirements).** **See Amendment #2, item #11.** |