

**REQUEST FOR PROPOSALS  
CUSTOMER SERVICE CENTER  
OS/CSC-22-001-S**

**QUESTIONS AND RESPONSES #2**

Question 26: What percentage of inbound calls must be answered by a live operator?

**Response: The Contractor must answer all calls where the customer chooses to speak with a live operator.**

Question 27: Is there a minimum or maximum number of operators and supervisors?

**Response: In addition to Section 3.10.2., the Contractor must propose the appropriate number of operators and supervisors to meet the requirements of the RFP.**

Question 28: What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?

**Response: The Contractor shall ensure that it has sufficient staff to provide the services under the RFP. In addition, pursuant to Section 3.7.5., the Contractor shall ensure system and network environments are separated by properly configured and updated firewalls and ensure that State data is not comingled with non-State data.**

Question 29: What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

**Response: The Contractor shall ensure that it has sufficient staff to provide the services under the RFP.**

Question 30: What information is to be included in call logs?

**Response: The successful Offeror's staff will be trained on the DHS systems and what information to include in the case action logs.**

Question 31: What is the current number of seats for operators and supervisors at your existing call center?

**Response: This information is not relevant as the Scope of Work and volume of work has changed.**

Question 32: What is the current average wait time for phone calls?

**Response: This information is not relevant as the Scope of Work and volume of work has changed. Please refer to the Service Level requirements for this Contract in Section 2.6.**

Question 33: What time of day, days of the week, or times of the year do calls typically peak?

**Response: Current data indicates that Monday and Tuesday are high volume days. Changes in regulations, statutes or emergencies will result in higher volumes.**

Question 34: Can we get more clarity on whether the contractor shall provide the IVR & ACD solution (design, implementation, and Day 2 support) for DHS or leverage the existing solutions today?

**Response: The Department will provide the IVR including the ACD and CRM.**

Question 35: If this is the latter, who are the developers of the existing solutions in place? E.g., Avaya, Nice InContact, etc.

**Response: Please refer to Question 34.**

Question 36: Will there be a posting of the pre-bid attendees?

**Response: Yes, a list of the attendees has already been posted to eMaryland Marketplace Advantage.**

Question 37: Was the Pre-Conference mandatory? May I still apply?

**Response: The Pre-Proposal Conference was not mandatory. You can still apply. Proposals are due on 9/8/2023 at 5:00 pm.**

Question 38: Is it mandated that the physical location of the call center supporting this project be in Maryland?

**Response: Yes**

Question 39: Is work from home (remote) agents permitted? And if so, again, do they physically be located in Maryland?

**Response: The Department has discretion to permit the virtual staffing option per Section 2.3.10.B.**

Question 40: We are highly interested in responding to the BPM. Would the Government consider sole sourcing it to a minority-woman owned small business?

**Response: No, but the Department encourages MBE's and VSBE's to connect with vendors in attendance at the Pre-Proposal Conference for subcontracting opportunities, and your company is also encouraged to apply as a prime contractor.**

Question 41: Are there any statistical records/numbers of how many postal mails occurs per month to determine the valuation of postal cost on the contract?

**Response: Please refer to Appendix 8.**

Question 42: In light of the RFP reference that DHS does not intend to grant an extension to the response due date, will you please provide answers to questions as they are submitted and not wait until after the 8/22/23 deadline to answer all questions?

**Response: Questions will be posted as responses are provided. There will be several series of responses posted to eMaryland Marketplace.**

Question 43: Based upon Section 2.3.4 of the RFP, it is our understanding that the telephony system is to be provided to the Contractor by DHS, is it the Department's

intention for the awarded contractor to act as the administrator to manage, maintain and technically support the Department's telephony system?

**Response: Yes.**

Question 44: Based upon Section 2.3.4 of the RFP, it is our understanding that the telephony system is to be provided to the Contractor by DHS, please confirm the Contractor is not required to install additional lines at the Contractor's expense or further clarify this requirement.

**Response: The Department is providing the IVRS and the ACD system, but the Contractor is providing the equipment and the telephone lines.**

Question 45: Section 2.3.5-C.5. Please provide the volume of outbound mail by type and envelope size by month for the past 24 months.

**Response: Please refer to Appendix 8.**

Question 46: Section 2.3.4. - Can you please provide more detail on DHS' telephony solution to include the Name, Cloud vs. On Prem, all the capabilities provided by the solution to include: ACD, call recording, call monitoring, automated callback, workforce management/optimization, intelligent routing, multi-channel routing, knowledge management, etc.

**Response: DHS Telephony will be a VoIP omnichannel solution on the cloud. Capabilities will include ACD, call recording, call monitoring, intelligent routing, multi-channel routing, knowledge management. Regarding automated callback, this is not a system generated robocall. The platform will have a callback option, the ability to reserve the caller's position and set-up outbound to agents. Workforce management is not part of the calling platform.**

Question 47: Section 2.3.4-D - Please describe the capabilities of the DHS furnished outbound dialer to be used by the Contractor for call-backs. Can the tool be configured to automate the call-backs based upon the callers place in queue or upon the callers preferred time for a call back? Can the call-back tool be configured to automatically repeat failed call-back attempts upon a configurable pre-defined schedule?

**Response: Yes for both.**

Question 48: Section 2.3.4-E - Please confirm the call recording solution is provided by DHS?

**Response: Yes.**

Question 49: Section 2.3.7-A. - Please describe the workflow process to include how these mailings are completed and tracked. For instance, do CSRs have print capability to print the forms from the system and manually mail them to the address on file? Or is this process more automated?

**Response: While some processes are automated, CSRs will have some print capability from a DHS system and will also be required to print and manually mail forms, applications, and other documents.**

Question 50: Section 2.3.5-C.5 - Please advise if there is a print request workflow within the CRM that tracks the request and the fulfillment of that request in order to accurately measure the two business day mailing requirement.

**Response: The CRM does not track the two business day mailing requirement.**

Question 51: Section 2.3.5-C.6 - Please advise if postage is considered pass through.

**Response: Yes. Please include in the pricing for Document Fulfillment.**

Question 52: Section 2.3.8-A - Please advise if a workforce management solution is included with your telephony solution. If so, please provide the name of this solution.

**Response: No.**

Question 53: Section 2.3.10-A.1 - Our experience has been that it can take up to 9 months to build out a new facility primarily due to the lead time to install data lines. Based upon the sixty day requirement to have a facility operationally ready, is it your intent to restrict this procurement to only those bidders who have an existing operational facility in Maryland?

**Response: No. There is a 6 month transition-in period anticipated.**

Question 54: Section 2.3.13-B - Can you please describe this process? What is the frequency, volume of test calls to be performed and the type of results you want to be reported.

**Response: Please refer to Section 2.3.13.E. and Service Level Agreements.**

Question 55: Section 2.4.5 - Is it your intent for the contractor to maintain and operate the IVRS, CRM, and ACD systems for DHS?

**Response: Yes.**

Question 56: Section 2.6.2 - Please indicate the systems that the Contractor is responsible for problem tracking, severity assignment and incident reporting.

**Response: The IVRS, ACD and CRM as well as any Contractor systems.**

Question 57: Section 2.6.9 - Please provide the Administrations Desk Reference.

**Response: This information will be provided to the successful Offeror. However, Offerors may schedule a time with the Procurement Officer to review the Desk Guide in person.**

Question 58: Section 2.5.1 - Please confirm you intend bidders to provide both chatbots as well as live chat services.

**Response: Chatbots and Digital Assistants are to be proposed as optional services. Implementation will be at the Department's discretion.**

Question 59: Section 3.10.3 - Please advise the current vendor's number of CSRs.

**Response: This information is not relevant as the services and requirements have changed.**

Question 60: 3.9.2-I - Please advise what page of the RFP the provisions in Section 3.9.1-2 can be found.

**Response: The reference is to Sections 3.9.1 and 3.9.2 which are on pages 50 and 51 of the RFP.**

Question 61 Section 3.10.2-4 - Please advise if the Data Scientist will be given the appropriate access to the DHS CRM, ACD, IVRS to design and develop any required reports.

**Response: Yes.**

Question 62: Appendix 4 - Do the call volumes represented in the table include calls handled by the IVRS?

**Response: All calls listed pass through the IVR. Some may have been handled via self-service options and others would have connected to an agent.**

Question 63: Appendix 4 - If the call volumes represented in the table include calls handled by the IVRS, please provide the volumes that are transferred to an agent.

**Response: This information is not available.**

Question 64: Appendix 4 - Please provide the call volumes handled by the IVRS by program and by month for the past 24 months.

**Response: All available information has been provided.**

Question 65: Appendix 4 - Please provide call volumes transferred to an agent by program and by month for the past 24 months.

**Response: All available information has been provided.**

Question 66: Appendix 4 - The 2022 call volumes in the table include a "YTD" qualifier, please define the period of time that the volumes in 2022 represent.

**Response: This information represents data through October 2022.**

Question 67: Section 2.6.9 - Please furnish a call interval report that shows the call volumes for several representative Mondays by 30-minute intervals. This is important for bidders to adequately estimate the staffing needs to meet the service level agreements.

**Response: This information is not available.**