

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

QUESTIONS AND RESPONSES #5

Question 202: What is the State budget allocated to perform work on this contract?

Response: DHS prefers not to disclose our budget for this procurement.

Question 203: Can The State please provide more detail on proposal evaluations? Is there a weight or point system? If so, what are they? In order to be as responsive as possible, it would be hugely beneficial to know what categories are of the most/weighted importance to The State.

Response: Technical Proposals will be evaluated based on the criteria listed in Section 6.2. There is no scoring methodology. Please see Section 6 for how Technical and Financial Proposals are evaluated. Per Section 6.5.3. Technical factors will receive greater weight than financial.

Question 204: Is The State awarding to the lowest cost, responsive bidder? Or is The State interested in quality and service levels? If the latter, can The State please expound?

Response: Per Section 6.5.3, both the Technical and Financial Proposals will be evaluated and ranked. The best overall Proposal will be awarded the Contract, with technical factors receiving greater weight than financial factors.

Question 205: It was evident from the discussions at the pre-proposal conference that the State-furnished IVRS has not yet been implemented. Further, we surmise that the IVRS specification and solution may not yet been selected by the State. We therefore request that the State consider accepting alternative proposals that include a Contractor-furnished IVRS. Many functions of vendor-based customer service center solutions rely on integration with an IVRS.

Response: Please see Amendment 5.

Question 206: Attachment F, Section A Please confirm that a subcontractor who performs work under this Contract valued at \$100,000 or more must also submit Attachment F Living Wage Affidavit.

Response: Prime Contractors need to submit this Affidavit.

Question 207: Section 2.3.1-A - Implement and manage a CSC to handle inbound and outbound calls for the Department, which incorporates the Department's IVRS and CRM. - Will DHS staff also be using the CRM? If so, please provide the number of DHS users.

Response: Yes. There will be approximately 3200 users including DHS users. Please also see Amendment 5 since the Department will not be providing the CRM and IVRS.

Question 208: Please confirm the version number of The State of Maryland Information Technology Security Policy and Standards document.

Response: There is a security manual which is Version 1.2.

Question 209: Does vendor need to provide any telephony services, such as a softphone, dial-tone, or DIDs

Response: Yes. Offerors must propose a technology solution.

Question 210: Does the current vendor provide a nesting period for a new agent?

Response: This question is not relevant. The Offeror needs to propose its own training program, nesting period, etc.

Question 211: Attachment B Please provide more details on the task order labor categories included on the task order tab - attachment B? What are the responsibilities and requirements of the role?

Response: The labor rates requested for task order labor categories relate to any additional services or resources that the Department may need. Please see Section 3.14 of the RFP.

Question 212: Attachment B Are the roles and tasks included on the task order tab on attachment B required to be included within the financial proposal per contact fixed fully loaded rates, or are these all separate optional services and/or roles?

Response: The labor rates requested for task order labor categories relate to any additional services or resources that the Department may need. Please see Section 3.14 of the RFP. Task Orders generally require changes to systems or adding additional services. The labor categories are generally IT related and/or technical in order to implement the changes.

Question 213: Attachment M What are the liquidated damage amounts attributable to the MBE Program?

Response: This information will need to be determined at contract award. But please see the estimated amounts per violation: (1) Failure to submit a monthly payment report: \$26 per day; (2) Failure to include in its agreements with MBE subcontractors a provision requiring submission of payment reports: \$95 per MBE subcontractor; (3) Failure to promptly pay all undisputed amounts to an MBE subcontractor: \$93 per day.

Question 214: Please clarify and confirm what type of technical tools or systems the new vendor should provide?

Response: The Contractor will need to provide the CRM, IVRS and ACD systems as well as any other technology or systems to meet the call center requirements for this RFP.

Question 215: Section 2.3.9.A of the Training section requires Offerors proposing a facility outside of Maryland to assign a senior management person located within the Baltimore Metro area. However, The Facility section under Operational Requirements state the Contractor shall...provide a single facility within the State of Maryland. Please confirm Offerors may propose a facility outside of Maryland.

Response: Offerors must propose a facility within the State of MD.

Question 216: Attachment B - Financial Proposal - Customer Call Center Should bidders create a separate unit rate for tier 2 inbound calls? If so, will this be added to the model?

Response: Offerors should complete the Price Sheet as given. DHS does not intend to breakdown by tier.

Question 217: Attachment B - Financial Proposal - Customer Call Center Of the 130,000 monthly inbound calls listed, how many of these are tier 2 inbound calls?

Response: The Tier 1 / Tier 2 distinction is new to this Contract. This information is unavailable.

Question 218: Please provide list of ICF's subcontractors that have been used over the period of performance

Response: The Department cannot disclose this information.

Question 219: Appendix 2.-Offeror Information Sheet - http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf. The above link leads to an error and does not open . Could you please check this.

Response: The link works. http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/04/Appendix2-Bidder_OfferorInformationSheet.pdf.

Question 220: The RFP states "For Offerors proposing to provide a facility located outside of the State of Maryland, assign a senior management person located within the Baltimore Metropolitan area, who shall be available and have the ability to attend in-person trainings." Does the reference to "facility" apply to any facility used to perform project activities or is this reference specific to call center operations? (i.e. If we propose call center operations be conducted by a remote workforce, but conduct mailing services in-person at a facility in Maryland, do we need to assign a senior management person located within the Baltimore Metropolitan area?) Is this resource in addition to the personnel listed starting on page 52 of this RFP?

Response: Please see Amendment 2.

Question 221: Section 3.3 Invoicing, 3.3.1.E "The Department reserves the right to reduce or withhold Contract payment in the event the Contractor does not provide the Department with all required deliverables within the time frame specified in the Contract or otherwise breaches the terms and conditions of the Contract until such time as the

Contractor brings itself into full compliance with the Contract.” If payment is withheld due to failure to produce a deliverable, once the deliverable is provided when will payment be released?

Response: If the deficiency is addressed, payment will be rendered as soon as possible.

Question 222: Section 3.3 Invoicing, 3.3.5 - The deliverable quality referenced in this section seems to be different than the call quality in SLA in section 2.6.9. Will the State clarify what quality deficiencies may result in an invoice being withheld?

Response: Section 2.6.9. includes specific Service Level Agreements. Section 3.3.5 notes general reasons why an amount may not be paid.

Question 223: 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 see Appendix 8.

Question 224: What is the current contractor's monthly employee turnover rate?

Response: The Department does not intend to answer any questions about the current Contract. The requirements have changed for this new RFP.

Question 225: 2.2 Background, Purpose and Goals - What Salesforce Clouds are currently used for CRM? What functionality within the cloud(s) is currently used? When was CRM implemented and how much is the application customized?

Response: The Department does not intend to answer any questions about the current Contract. The requirements have changed for this new RFP.

Question 226: Is this a standalone Salesforce org for DHS or are multiple agencies/entities using it? How many users are currently using CRM?

Response: The Department does not intend to answer any questions about the current Contract. The requirements have changed for this new RFP.

Question 227: Can vendors provide a Financial Narrative as a separate document with Attachment B Financial Proposal - Customer Call Center? If not, can we provide as a separate attachment to our Technical Response as long as we do not identify specific pricing?

Response: Offerors should include a Financial Narrative only with the Financial Proposal. Please do not include financial information in the Technical Proposal.

Question 228: Section 2.3.1, General Requirements (E), Page 5 - Please share reporting call volume breakups month by month and hour by hour.

Response: Please see Appendix 8.

Question 229: Do you require call recording?

Response: Yes.

Question 230: For the 25% MBE and 1% VSBE requirement, are those numbers that must be fulfilled monthly, annually or for the life of the contract?

Response: The percentages are goals that need to be fulfilled for the life of the Contract.

Question 231: Section 2.3.2, General Requirements, Page 5 - Please clarify the current Contact Center solution. Please share the network architecture diagram of the setup and interconnection with other systems such as ITSM, CRM etc. Is Salesforce used as ITSM tool currently at the department.?

Response: The Department does not intend to answer any questions about the current Contract. The requirements have changed for this new RFP.

Question 232: Section 2.2 Background Who is responsible for ongoing maintenance and operations of the IVRS?

Response: The Contractor.

Question 233: The tab "Task Order" will be utilized on an as needed basis and will not be evaluated?

Response: Task order pricing will only be used if a task order is requested. It is not included in the Total Evaluated Price. However, the prices will be reviewed.

Question 234: Can a vendor propose a local facility after award?

Response: No.

Question 235: Can bidders submit an alternate fee structure?

Response: No.

Question 236: Please describe your level of satisfaction with your current vendor(s) for the same purchasing activity

Response: The Department does not intend to disclose this information.

Question 237: Is previous experience with any CRM, ticketing system, or software required?

Response: No.

Question 238: What telephony system and other software tools are you using?

Response: The Department does not intend to disclose this information.

Question 239: Appendix 4: This section does not provide enough detail. Can the State provides the monthly call volume for the past 12 months by call type?

Response: All available information has been provided.

Question 240: Appendix 4: Can the State provide the percentages of calls by coverage day and a separate chart by hour?

Response: All available information has been provided.

Question 241: Attachment B: On the 3rd tab, does the State want hourly rates to potentially provide these service on a project by project basis?

Response: The rates on the Task Order tab will only apply when a task order for additional services or resources is requested by DHS.

Question 242: Section 7. RFP Attachments and Appendices - Will DHS please provide guidance on where the Offeror should include "Appendix 6 - Criminal Background Check Affidavit" in their proposal submission?

Response: Please include in Tab O of your Proposal.

Question 243: Section 4.32 HIPAA Business Associate Agreement - Will DHS please clarify if this agreement is to be submitted as part of the Offeror's proposal submission? Section 4.32 and Attachment J indicate that it is not; however, Table 1: RFP ATTACHMENTS AND APPENDICES, Row J, When to Submit, page 94 states, "5 Business Days after recommended award – However, suggested with Proposal."

Response: The HIPAA does not apply.

Question 244: What information is the State expecting in response to Section 3.10.1 and 3.10.2, and how does it differ from the detailed responses to requirements under TAB F – Experience and Qualifications of Proposed Staff and TAB G – Offeror Qualifications and Capabilities?

Response: TAB F may be used to identify the personnel under Sections 3.10.

Question 245: Is MBE % 25% total or 26% with the VSBE too?

Response: The MBE goal is 25%, and the VSBE goal is 1%.