

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

QUESTIONS AND RESPONSES #8

Question 287: In light of the significant statement of work changes and additions referenced above, and to allow the State enough time to respond to questions received through 9/8/23, we request a 3-week extension to the due date for proposals, to 10/13/23. We believe that all offerors will need this additional time to adjust their solutions and responses to the amended requirements and forthcoming answers to questions to be responsive to the revised RFP.

Response: A two week extension was granted to 10/6/2023. See Amendment 8.

Question 288: DHS wants to receive hourly activity reports. Rather than send hourly reports, is DHS open to accessing the Contractor reporting system to see the project activity?

Response: DHS is not interested in that option.

Question 289: DHS is amending the scope of work for the contractor to now supply the telephony/ACD, IVR and CRM. Contractors can easily supply the telephony and IVR application but the pending amendment should provide specifics on how the contractor-supplied CRM will support the needs of Tier 1 and Tier 2 agents.

- How will agents access a customer's account information?
- Section 2.3.3.B requires contractor agents to "Use the CRM to record and update basic customer information within the CRM..." Will DHS populate the contractor-supplied CRM with the customer data currently available in the application?
- With the contractor-supplied CRM, confirm that the agents can now attach the disposition code and call note directly to the customer file.

Response: The CRM will need to integrate with DHS applications. DHS is not populating the Contractor supplied CRM. The Offerors shall propose their technology solution to meet the requirements of the RFP.

Question 290: Section 2.3.11.G and Question Response 193. Please supply details regarding the integration with the DHS electronic transmission system as any connectivity needs to be included in the contractor's funding proposal. If extensive integration is required, will the contractor be allowed to adjust its bid to accommodate this cost?

Response: All prices shall be fully-loaded fixed unit costs for Transition-In activities as well as the monthly cost per user for the technology solution.

Question 291: IVR - Could DHS provide current configuration of the IVR (i.e., configuration of the routing tree, integration with DHS databases to provide account information). Is the Contractor required to use Walsh Media to record IVR and on-hold

Response: Please see Amendment 9. Walsh Media has been removed from the Price Sheet.

Question 292: Will DHS point the existing 800# to the consultant's telephony?

Response: The Contractor will use the existing DHS toll free number.

Question 293: What is the workflow, interaction, and division of work between the DOH staff and the Consultant's agents? Are the Consultant agents the initial interaction with DHS callers? What constitutes a caller interaction that requires escalation from Tier 2 agents to the LDSS contacts?

Response: The Contractor's staff will need to follow the procedures in the Administrative Desk Guide for all call handling.

Question 294: Satisfaction Surveys: How is DHS currently presenting surveys to agency callers? What are the current scores? Is there a target score DHS want to achieve?

Response: Satisfaction surveys are currently being conducted. As the requirements have changed, DHS prefers not to comment on the current Contract. Our expectations for the new Contract are contained in the SLA's, Section 2.6.9.

Question 295: Escrow: Please provide more background on Escrow. Does it only apply to undisputed amounts between the Contractor and Subcontractor as outlined in Attachment M Paragraph 31.1(d)? Does DHS only require/implement an Escrow amount in response to such issues vs a deposit at the beginning of the project?

Response: Yes for both.

Question 296: The RFP mentions 200K+ calls monthly. The call volume in Appendix 4 averages 131K calls over the 5-year period. Does this call volume represent the number of calls placed to DHS or the number of calls presented to agents?

Response: The 200K+ monthly call volume refers to all calls. The call volume in Appendix 4 refers to number of calls delivered to agents.

Question 297: The RFP raises the option of expanding the operational hours. Is there data on how many calls are received after DHS hours (i.e., 8am – 5pm EDT)

Response: All readily available information or statistics has been provided.

Question 298: Can DHS provide a breakout of the amount of mail that requires secure handling vs mail that does not and can be outsourced?

Response: All readily available information or statistics has been provided.

Question 299: Section 4.17 By submitting a Proposal in response to this RFP, the Offeror, if selected for award, shall be deemed to have accepted the terms and conditions of this RFP and the Contract, attached hereto as Attachment M. Any exceptions to this RFP or the Contract shall be clearly identified in the Executive Summary of the Technical Proposal. All exceptions will be taken into consideration when evaluating the Offeror's Proposal. The Department reserves the right to accept or reject any exceptions. – Section 5.3.2.D "Exceptions to terms and conditions, including requirements, may result in having the Proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award." If contractor has exceptions to terms and conditions, if applicable, is the corresponding form still required to be signed?

Response: The Executive Summary (Tab C) need not be signed, but the Transmittal Letter in Tab B should be signed.

Question 300: Section 3.2.7 Amendment 5 indicates that a section 3.2.7 was going to be added to the revised RFP with the language “The Contractor shall transfer the CRM data and system to MDTHINK or to another vendor during the Transition-Out period”. However, in the revised RFP document, section 3.2’s subsection numbering ends at 3.2.5 and we cannot locate the text above in the revised RFP. Does the State intend to issue another updated RFP document containing the requirement above or is this requirement no longer applicable?

Response: Please see Amendment 9. The Section has been changed to Section 3.2.6. and is applicable. It was not included in the RFP through Amendment 5. Another RFP with amendments incorporated will be issued.

Question 301: Section 5.3.2.E indicates that the Minimum Qualifications Documentation should be submitted under TAB D, and that references described in both Section 1 and Section 5.3.2.I should be included there. However, Section 5.3.2.I indicates that References content should be submitted under TAB H. Is it the State’s intention that bidders duplicate their reference content in both TAB D and TAB H?

Response: There were no minimum qualifications. Please include reference letters in Tab H.

Question 302: The RFP indicates that the Claim of Confidentiality should be submitted under Tab A-1. The instructions also indicate that the Claim of Confidentiality should be placed between the Title Page and the Table of Contents, both of which are to be submitted under Tab A. Is it the State’s intention that the structure follow the sequence Tab A Title Page Tab A-1 Claim of Confidentiality à Tab A Table of Contents or is this an error in the tab naming?

Response: The structure as stated was the State’s intention.

Question 303: Please confirm the training length duration for the DHS provided training materials.

Response: The specific training schedule will be discussed at the Kick-Off meeting. Total training is expected to last approximately 3 weeks.

Question 304: Appendix 4 - To provide more accurate staff and cost modeling, we recognize that Handle time SLAs are different between Tier 1 and Tier 2 calls, and therefore need anticipated volumes for each. Please provide the anticipated number of calls for Tier 1 and Tier 2

Response: This information is unavailable.

Question 305: What is the current average handle time by call type?

Response: Please see Section 2.6.9 for SLA's.

Question 306: The RFP states "Provide hour by hour reports and twice daily benchmark (noon, end of day) email reports of IVR statistics, which shall include in-queue wait time, call back feature wait time, abandonment rate, call volume, average call handling time, and statistics on CSRs login time and call statistics". Is the state open to reporting being available through an automated dashboard rather than receiving static reports hourly?

Response: The State prefers to keep our requirement.

Question 307: Section 2.3.8 Corrective Action Plans- "The Contract Monitor will provide the Contractor a written response, via email." If the contractor is required to do root cause analysis and submit a CAP is there a mechanism where the contract monitor must approve the action plan?

Response: Yes. Per Section 2.3.14, the Contract Monitor will review.

Question 308: Who currently builds/maintains the existing Salesforce CRM application? Do you have established governance processes, DevOps and release schedules for Salesforce?

Response: DHS prefers not to disclose information on the current contract. The requirements for the new contract have changed.

Question 309: 2.3.10. Operational Requirements; B. Virtual Staffing Option, Page 11 - Please provide the approved list of remote locations by the Department for operations.

Response: The Offeror needs to propose a location which the State can then either approve or disapprove. This information should be included in the Proposal response.

Question 310: Appendix 5. – DHS IT Systems, Page 115 - Please confirm if the DHS Dashboard is integrated with CRM to generate, end customer data and information.?

Response: DHS prefers not to disclose information on the current contract.

Question 311: Is this work currently provided by another contractor? If so, what is the rate structure (i.e., hourly, per minute, or per-call rate)? What are the project metrics (i.e., AHT, Post call work, Time on hold, etc.) the provider is achieving?

Response: ICF Incorporated, LLC is the incumbent. The current Contract includes both fixed price and indefinite quantity for calls and fulfillment . DHS prefers not to disclose information on current performance.

Question 312: What is the maximum wait time?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 313: What is the maximum hold time?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 314: What percentage of calls must be resolved without a transfer, second call, or a return call?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 315: What is the maximum percentage of calls that can be terminated by the caller without resolution?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 316: Is there a minimum or maximum number of contact center agents and helpdesk agents?

Response: The Offeror needs to propose the number of staff.

Question 317: What is the current number of seats for operators and supervisors at your existing center?

Response: DHS prefers not to disclose this information. The requirements have changed.

Question 318: What is the current average wait time for phone calls?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 319: What is the current average handle time for calls and other types of communications?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 320: What is the current average after-call work time for agents?

Response: Please see Section 2.6.9. for the SLA's for this Contract.

Question 321: How is quality currently measured?

Response: The Contractor is required to submit reporting per Deliverables which the Contract Monitor will review. Please also see our Service Level Agreements in Section 2.6.

Question 322: What technology is the vendor expected to provide? (ACD, Self Service IVR, CRM, KMS, QM, WFM, etc.?)

Response: Per Amendment 5, the Contractor is responsible for the technology solution.

Question 323: What current technology do you use today? (ACD, IVR, CRM, QM, WFM, etc?)

Response: DHS prefers not to disclose this information. The requirements have changed.

Question 324: Will DHS provide the DID lines or does DHS expect the vendor DID lines? If so – how many?

Response: The Contractor is responsible for the DID lines. Offerors will need to propose how many lines they will need.

Question 325: Current training length for new hires a. In classroom: b. Nesting:

Response: If this refers to contractor training of your own staff, offerors will need to propose this information.

Question 326: Does vendor have a preference on billing method? (Per FTE, Per Minute, Per Call?)

Response: Please see the current Price Sheet for how the Contract will be priced. The Contractor will invoice the State monthly.

Question 327: What are the peak call times?

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

Question 328: Please provide the historical percentage of Tier 1 calls vs Tier 2 calls.

Response: This information is unavailable.

Question 329: In this item, the link does not work. Please provide the new link so that we can fill in this required form:

MBE Forms D-1A (see link at <http://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf>)

IMPORTANT: If this RFP contains different Functional Areas or Service Categories. A separate Attachment D-1A is to be submitted for each Functional Area or Service Category where there is a MBE goal.

Response: Please use the link under Attachment D - <https://procurement.maryland.gov/wp-content/uploads/sites/12/2018/05/AttachmentDMBE-Forms-1.pdf>

Question 330: Please confirm exactly what telephony tools/platforms the vendor is to provide?

Response: Per Amendment 5, the vendor is responsible for the technology solution.

Question 331: What is the current fee schedule for incumbent?

Response: The current Contract includes both fixed price and indefinite quantity for calls and fulfillment.

Question 332: How many staff are currently employed on this project?

Response: DHS prefers not to disclose this information. The Offeror will need to propose the number of agents for this Contract.

Question 333: What is the average handle time per call? Does this handle time include wrap up? If not, can you provide average wrap up time?

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 334: Can the State please provide the number of CSRs currently on the project by tier? For example, how many tier 1 CSRs? How many tier 2?

Response: The Offeror will need to carefully propose the number of agents for this Contract.

Question 335: On a scale of 1-5 with 5 being the best, how satisfied are you with the current vendor?

Response: DHS prefers not to disclose this information.

Question 336: What improvements would you like to see a new vendor bring to the table?

Response: DHS prefers not to disclose this information.

Question 337: Do you have any daily variances in call volumes (ex: Fridays are usually 75% of Monday volumes, etc.)

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

Question 338: Will the winning bidder need to integrate any technology with existing platforms?

Response: Yes. Please see Amendment 5.

Question 339: Per the RFP, the winning bidder will connect to The State's IVR/telephony system and CRM Salesforce. Can The State please advise what technology/platforms the bidder is required to supply? For example, does bidder use The States telephony, or does the bidder only have access to the IVR and must provide their own telephony? Aside from supporting technology (computers, phones, MS office, etc.) what technology does the vendor need to supply?

Response: Per Amendment 5, the vendor will need to provide the technology solution.

Question 340: Can The State provide communication volumes aside from phone? How many emails received? Can The State break these down by month?

Response: Please refer to Appendix 8.

Question 341: Can The State provide yearly volumes of inbound calls by month for staffing purposes?

Response: Please refer to Appendix 4 for yearly numbers and also the Price Sheet.

Question 342: Can The State please provide the expected volumes of outbound communications to be performed? For example, how many expected outbound calls should vendor be prepared to make monthly? This will also assist with staffing.

Response: Please refer to the Price Sheet.

Question 343: Does The State have any current pain points you would like to see alleviated with a new vendor?

Response: DHS prefers not to disclose this information.

Question 344: Can you please clarify which requirements in Section 2 and 3 need to be addressed in the Technical Response? Could a list of the requirements be provided in order? Is there a preference on how they are cross referenced?

Response: All requirements in Sections 2 and 3 need to be addressed. There is no preference on how they are cross-referenced.

Question 345: Section 3.7.2 B Will the CJIS checks be performed or coordinated through DHS or another state agency?

Response: The Offeror/Contractor is responsible for the CJIS checks.

Question 346: Call Volume: Is the actual call activity for November '22 and December '22 now available? Any call volume available for '23?

Response: Call volume for November and December of 2022 will not be given. Through the week of September 8, 2023, total agent call volume thus far this year is 1,450,417. The Price Sheet will be revised to include the higher call volume.

Question 347: What was your average monthly call volume over the past year? Please provide a monthly breakdown.

Response: Through the week of September 8, 2023, total agent call volume thus far this year is 1,450,417. The Price Sheet will be revised to include the higher call volume.

Question 348: Section 2.3.18.E Please confirm the Contractor is still required to provide the Help Desk.

Response: Confirmed.

Question 349: Amendment 5 adds Section 3.2.7. Please confirm there is no Section 3.2.6.

Response: Please see Amendment 9.

Question 350: Section 5.3.2.F of the RFP indicates, "...that the Offeror shall give a definitive section-by-section description of the proposed plan to meet the requirements of the RFP, i.e., a Work Plan". Can DHS provide clarification as to whether a separate Work Plan is required as a part of Tab E outside of the Technical Response? If the technical response itself contains the elements listed in 5.3.2.F is that sufficient to satisfy the Work Plan requirement?

Response: Offerors need to determine how they intend to propose to meet the requirements of the RFP. At a minimum, offerors need to respond to all requirements in Sections 2 and 3.