

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

QUESTIONS AND RESPONSES #12

Question 584: Please confirm the call center hours will be operational 24x7x365 or M-F 8-5 w/ability to expand hours due to public health emergency?

Response: Per Section 2.2, the IVRS will include automated services to enable the State to deliver unattended services 24 hours a day, 7 days a week, 365 days per year (366 days for leap year). The Contractor will need to provide staff to respond to customer calls during normal business hours, 8:00 AM to 5:00 PM, Monday through Friday except for State holidays. The Contractor may also need to provide call center services during extended hours. The Price sheet has been amended to include pricing for extended hours.

Question 585: What technology is used for the self-service portal?

Response: The vendor may propose self-service options.

Question 586: Does the client have an AWS account we can use for this purpose? (relating to API's)

Response: No.

Question 587: Section 2.3.3 - How do you categorize the customers and does the case resolution SLA vary with the type of customer?

Response: DHS does not differentiate between customers.

Question 588: Section 2.3.3 - What are the types of cases and work orders that are being used/or is anticipated? How does the process/status differ with the type of case / work order?

Response: Please see Appendix 3 for the types of inquiries. Please refer to Section 2.3.3.F.

Question 589: Section 2.3.3 - How does case routing and assignment work? (Manual Assignment / Auto-assignment based on criteria/process)

Response: In reference to Section 2.3.3.F., auto-assignment is required.

Question 590: Section 2.3.3 - When a work order is generated for DHS staff/LDSS, does the case remain assigned to the CSR?

Response: Work orders are assigned to caseworkers and not CSR's.

Question 591: Section 2.3.3 - What are the different modes of case escalation? Under which scenarios do cases get escalated?

Response: The reasons for work orders i.e. inquiry types are defined by the Administrative Desk Guides.

Question 592: Section 2.3.3 - What all information does the CSR need to provide resolution to the case? From where will this information will be sourced?

Response: This information is provided in the Administrative Desk Guides.

Question 593: Section 2.3.3 - Do you need to be able to see all cases across agencies for a single constituent /single view of constituent

Response: No.

Question 594: Section 2.3.3 - How many agencies/organizations will cases need to route to from the contact center and do you anticipate these people being users of the CRM?

Response: This RFP is only for DHS at the present time.

Question 595: Section 2.3.3 - What are the use cases for sending out SMS to customers (Apart from notifications)?

Response: The vendor may propose how text messaging may be included in the overall technology solution.

Question 596: If proposing the use of a staffing firm to meet all or part of the MBE Goal, does the entire amount invoiced by the staffing firm fall under Attachment D, Section 8, Furnish and Install and Other Services whereby the entire amount invoiced is counted in full? If not, what area under the New Guidelines would it fall under?

Response: Yes. The entire amount should be counted in full.

Question 597: Section 2.3.3 - What is the business support hours requirements ? (example 8AM to 5PM US time (specify region) , 8*5 support, any shift requirements, 24*7 support required etc.?? Do we support for P1 tickets on-call?

Response: The Contractor will need to provide staff to respond to customer calls during normal business hours, 8:00 AM to 5:00 PM Eastern Standard Time, Monday through Friday except for State holidays. The Contractor may also need to provide call center services during extended hours. The Price sheet has been amended to include pricing for extended hours. Help desk services are needed for normal business hours.

Question 598: Section 2.3.3 - What is the service management tool being used currently? We assume that vendor team will get access to service management tool.

Response: The State is not providing the technology solution. Offerors will need to propose.

Question 599: Section 2.5.1 - The description in this section says Fixed/T/M - Should vendors enter all upfront deployment and licensing (if any) costs for the Chatbot in cell C27 of the financial proposal tab? Should we assume the website and CRM developer will work with the vendor to integrate the selected solution?

Response: Please include the ongoing fully loaded monthly cost. A separate task order will be issued for the deployment of the Chatbot. The Contractor will be responsible for the integration.

Question 600: Section 2.2, Section 2.3.2.C. - 2.2 Background, Purpose and Goals - The Contractor will work with DHS Administrations in understanding, developing, and

implementing appropriate call tree structures and scripts. 2.3.2. Interactive Voice Response System (IVRS) C. Provide professional voice recording of IVRS Scripts in English and Spanish. - Please confirm the State expects the Contractor to provide script recordings for the State provided IVR. If yes: What format is required or preferred? At what point during the 6-month transition period will the State provide the necessary script language to the Contractor? Please confirm that the State will implement the script in the State IVRS

Response: The specific Transition-In scheduling will be finalized during the Kick-off meeting. DHS will provide the scripts, and the Contractor will provide professional recordings. No specific format is required.

Question 601: Section 2.3.6 - Please confirm the CSC will receive and process inbound mail correspondence? Is the Contractor responsible for imaging and keying in documents received via USPS?

Response: Yes.

Question 602: Section 2.3.6.C - Please explain how emails are currently routed to the CSC.

Follow-up Question: Is this an inbox maintained by DHS or will Contractor provide?

Follow-up Question: If hosted and maintained by DHS, will Contractor users be responding via DHS email accounts?

Follow-up Question: If hosted and maintained by DHS, what mechanisms are in place to manage workflow and distribution of inbound emails?

Response: Emails from the "Contact Us" section of the DHS website are currently routed to a contractor-provided email and the Contractor will need to make an outbound call. Offerors can propose an alternative approach.

Question 603: Section 2.4.5 - Will all data to support required reports as provided out of the box for the DHS CRM be available for the Contractor to query and provide to the State? Please provide a listing of all available call reports in the State's solution.

Response: This question was submitted before Amendment 5. It appears to be irrelevant now.

Question 604: Section 2.5.2 - How much advance notice will the State provide the Contractor for extended hours?

Response: The State will provide reasonable notice on provisioning services during extended hours based on need.

Question 605: Sections 2.5.2 and 3.10.7.C - Are the optional extended hours intended for occasional demand surges and other needs as stated in 3.10.7.C, or are the extended hours a potential semi-regular extension of operating hours compared to current?

Response: Extended hours are no longer an optional service. Please include pricing for extended hours in the Price Sheet.

Question 606: Appendix 4 - Do the volumes in the "Calls" column represent only inbound voice contacts, or does it also include outbound voice contacts? If it shows both, please separate the inbound and outbound volumes to support more accurate cost modeling.

Response: Inbound volume delivered to an agent.

Question 607: Appendix 5 - Please provide the following answers for the six (6) DHS IT systems listed in the appendix. What "Off The Shelf" product is the system built upon (including version)? What access level will the Contractor be granted?

Response: The DHS IT systems are custom-built web applications. Access levels will be determined during the Transition-In period.

Question 608: The incumbent vendor will experience little or no transition cost when compared with a newly selected vendor. Can the State provide feedback regarding how the incumbent advantage in this regard will be equalized?

Response: All Offerors will be evaluated based upon the criteria identified in the RFP.

Question 609: Do any of the inbound calls contain PII data?

Response: Yes.

Question 610: Does the provided AHT include after call work (ACW) time?

Response: No.

Question 611: Can you please clarify the SLA for fax, mail, and document fulfillment, 'Responded in 2 business days'? SLA table does not have this detail

Response: There appears to be no SLA for this requirement of two business days. However, it is a requirement.

Question 612: Section 2.3.7. - Postal Mail/Document Fulfillment Requirement - What's the volume? What types of things include PII? What's the typical process today?

Response: Please refer to Appendix 8 for volumes. PII may be associated. In general, the Department is not providing current processes. The Offerors must propose how the requirements will be met or exceeded.

Question 613: Does DOLA have a knowledge database for agents to access? If so, where is it hosted and how do agents access it?

Response: For the new Contract, DHS will provide the knowledge base articles to the Contractor during Transition-In. The expectation is the Contractor's CRM includes knowledge management features.

Question 614: What kind of data is Section 3.5.2 Data Export/Import referring to? Will data be stored in the State's CRM?

Response: This question was written before Amendment 5.

Question 615: Regarding requirement 3.9.2.A. - "SOC 2 audit shall be completed within 6 months of contract start date": would vendors be expected to modify pre-existing audit cycles to fit the State's requirement, or does this requirement only apply to vendors not currently holding the SOC 2 certification?

Response: Please see Amendment 13.

Question 616: Will DHS please confirm whether the Contractor will have the authorization to access the DHS network, which may include certain applications, services, or tools accessible only from within the network, through a secure VPN

connection or any other designated secured communication mechanism when working remotely from locations outside the DHS premises? This information will assist us in understanding the remote access options available for contractors and ensuring compliance with security protocols while performing necessary tasks.

Response: The Contractor will have access to DHS systems including CSMS, E&E and CJAMS and will need to update information per Section 2.3.5.C.2. Access through our systems is through VPN.

Question 617: Sections 3.7.9.A 3.7.9.B The Data Breach Responsibilities section details the required steps the Contractor must follow in the event of a suspected or known data breach. The requirement does not instruct the Contractor to describe or explain an activity.

Typically, the Offeror addresses this type of RFP language with a compliance acknowledgement statement. However, the State was clear during the pre-solicitation bidder's conference that Offerors should not respond with acknowledgement statements when addressing requirements in Section 2 and 3; stating that acknowledgement statements would be scored lower.

Question: How should Offerors respond to the RFP language citing Contractor and State responsibilities after Contract award?

Response: The State intended to convey that Proposals generally need to state how the work will be done. If it is more appropriate to state that you will meet this requirement, please do so.

Question 618: Sections 3.9.2.A A SOC 2 audit is an audit over a period of time, at a minimum of six months of system operations, and preferably 12 months. Given this, the indicated change in scope to who will provide/manage systems containing State data, and our desire to follow audit requirements without incurring unnecessary cost to DHS, we request the following clarification.

As DHS indicated in the pre-bidder's conference that the State will provide the IVR, ACD, CRM, etc. – housing State data within State owned systems – can DHS confirm that a SOC2 audit is not applicable and/or revise this requirement accordingly to appropriately reflect requirements and best practices? If DHS still requires a SOC audit, give the time requirements of the audit, will the state please clarify that the initial audit is not a SOC 2 Type 1 or that the Initial Delivery of SOC 2 Type II Audit will be due six months after the Go-Live Date, not the Notice to Proceed Date?

Response: Please see Amendment 13. The State will provide when the audit is due when the Contract starts at Transition In.