

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

QUESTIONS AND RESPONSES #7

Question 266: Attachment B, Financial Proposal Form - In preparing price proposals, should bidders assume these task orders will be exercised at the time of award?

Response: No.

Question 267: Attachment B, Financial Proposal Form - Does DHS have a time period by which they would like the contractor to implement these task order enhancements?

Response: Task orders will be requested during the Contract period, and the time period will be discussed at that time.

Question 268: Attachment J – HIPAA Business Associate Agreement - On the HIPAA Business Associate Agreement, what information would you like us to include for the “Covered Entity” portions of the form?

Response: The HIPAA Agreement does not apply.

Question 269: Section 2.3.1, General Requirements, Page 5 - What are the top 5 ticket categories, that the Department receives today and needs attention by the contractor.?

Response: Inquiries concerning the Supplemental Nutrition Assistance Program (SNAP), Child Support Administration, Energy Assistance, Temporary Cash Assistance, and Social Services Administration in the order listed.

Question 270: Please provide direction on completing the Financial Sheet for the project. The sheet references a fully loaded fixed price per call. This does not align with most Contractor’s pricing model (i.e., hourly rate per dedicated agent or per minute rate for shared agent). Can respondents submit pricing information that reflects their proposed pricing model for the project?

Response: Please use our Price Sheet.

Question 271: Please provide direction on completing the Financial Sheet for the project. How should agent training cost and any one-time fees (i.e., program set up) be reflected in the pricing proposal?

Response: All prices proposed shall be fully-loaded fixed unit prices and include all direct and indirect costs based on the categories in the Financial Proposal. For example, one time costs and call center set-up are included in the Transition-In fixed price.

Question 272: Please provide direction on completing the Financial Sheet for the project. Is the Contractor required to use Walsh Media to record IVR and on-hold messages?

Response: Walsh Media has been removed from the Price Sheet.

Question 273: Please confirm – “Attachment B – Financial Proposal” should include all the costs associated with the execution of services.

Response: Confirmed.

Question 274: Will the State allow remote training when a remote work option is approved by DHS?

Response: The Department will consider the Offeror’s proposed Training Plan.

Question 275: Instructions in 5.3.2.F require Offerors to address each RFP requirement from Sections 2 & 3, which include 3.10.1 Preferred Offeror Experience and 3.10.2 Personnel Experience. However, Section 5.3.2.G (TAB F) and 5.3.2.H (TAB G) includes specific Offeror and Personnel requirements not listed in 3.10.1 or 3.10.2, which only states, "The following experience is expected..." and provides a table of project positions. 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: There is generally some overlap in Proposal responses to these two sections.

Question 276: Section 3.10.4 Key Personnel Identified provides the required Key Personnel the Technical Proposals must include. However, Section 3.10.3 Number of Personnel to Propose asks Offerors to describe the number of personnel to proposed. Please confirm the State does not expect Offerors to propose more than the identified Key Personnel. If Offerors are only required to propose the identified Key Personnel, please revise the heading for 3.10.3 to avoid confusion on requirements.

Response: The positions listed in Section 3.10.2 will be used for evaluation purposes. The three (3) positions identified in Section 3.10.4 shall be considered Key Personnel and the Contractor shall follow the additional requirements in Section 3.11 for those Key Personnel. The Offeror must determine the number of staff needed to provide the services under the RFP, therefore, additional personnel, Key or otherwise may be proposed and designated per the Offeror.

Question 277: The tab Financial Proposal only includes the cost of the transition in phase. Could you please revise the format to quote items such as implementation, agents, supervisors, etc.?

Response: Please use the Price Sheet that is given.

Question 278: Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting?

Response: No.

Question 279: Section 2.3.11-E - Provide a multi-factor authentication mechanism for any public facing system and/or services based on NIST Special Publication 800-53 revision 4 or later - Does DHS' public facing portal use single sign-on capability with multi-factor authentication? Please confirm if we offer a solution that is embedded in your existing myMDTHINK web portal, it would not be necessary to duplicate this multi-factor authentication mechanism.

Response: The Contractor must comply with Section 2.3.11.E. The Contractor's solution should be a stand-alone solution with integration to the DHS applications including myMDTHINK web portal.

Question 280: Section 2.3.18.2-D - Perform backups for all systems and data necessary to restore full operability of the services provided in this Contract. The backup shall consist of at least: - Please define the number and types of systems to be backed up and the frequency required for performing the back ups

Response: The Contractor will need to maintain back-up for the technology stack provided by the Contractor and not DHS systems.

Question 281: Is there a quality management system currently in use? If yes, is this provided by DHS to the service provider?

Response: The Contractor will be responsible for creating a quality management system to meet the requirements of the RFP in Section 2.3.13.

Question 282: Section 2.3.13 - On average how many calls end up as new or updated cases?

Response: This information is not tracked.

Question 283: Section 2.2.3 - Is the new vendor expected to create brand new (new hire training) utilizing DHS process documents/training documents?

Response: DHS will provide initial training on DHS policies, procedures, programs and any DHS required systems. In addition, please refer to Section 2.3.9.

Question 284: Section 2.2.1.D. - D. Innovative ideas, practices, technologies, cost sharing and other services aimed at improving Customer services and generating a positive return on investment (ROI) - Please provide a(n) example(s) of the type of "cost sharing and other services" referenced to ensure Offerors have accurately accounted for these services in their response and cost modeling.

Response: The Offeror needs to propose any innovative ideas, practices and technologies.

Question 285: Section 2.2.3.D. - How long after the State receives the Contractor's access request is the request fulfilled?

Response: These timeframes will be discussed during Transition-In.

Question 286: Section 5.2.6 Two Part Submission If the Contractor must submit the Technical Proposal and all supporting material in Microsoft Word as specified in 1), may

the Contractor exclude appendices from this file as many appendices may not be available in a native Word format?

Response: Please see Amendment 5.