

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

**QUESTIONS AND RESPONSES #3**

Question 68: Section 5.3.1 - RFP Section 5.3.1 appears to have conflicting information with section labeling required in RFP Section 5.3.2. Please confirm offerors are to use the following format for naming each section "B. Claim of Confidentiality [RFP Section 5.3.2.B] and not "Section 5.3.2.b Response" as indicated in RFP Section 5.3.1.

**Response: Your Proposal needs to be organized from Tab A - Title Page and table of Contents through Tab O - Required Forms. Within Tab O, please list each section of Sections 2 and 3 of the RFP and respond to them.**

Question 69: Section 5.3.2.K - As our financial documentation is not available fully in a Word file, can offerors provide financials as a pdf imbedded in their Word document for this requirement to satisfy RFP section 5.2.6.1 item 1 Technical Proposal submission requirements?

**Response: Yes.**

Question 70: Section 5.3.2.L - As our certificates of insurance are not available in a Word file, can offerors provide insurance certifications as a pdf imbedded in their Word document for this requirement to satisfy RFP section 5.2.6.1 item 1 Technical Proposal submission requirements?

**Response: Yes.**

Question 71: Please clarify where the Vendor Feedback Form should be provided in responses.

**Response: The Vendor Feedback Form is only for those offerors who will not be submitting a Proposal.**

Question 72: Please confirm if electronic scanned forms will be acceptable on all forms and documents requiring signature.

**Response: Confirmed.**

Question 73: Attachment F requests a witness signature. Please clarify if the form also needs to be notarized.

**Response: A notary is not necessary.**

Question 74: Section 6 Is the state willing to amend the RFP and release their scoring details such as the number of points available for the Technical evaluation 6.2 and Financial/Pricing 6.3, including a breakdown by the points available for 6.2.1 - 6.2.5?

**Response: There is no scoring methodology associated with this RFP.**

Question 75: Section 2.3.10.B.1 - Are CSRs working from home included as "approved remote locations?"

**Response: Yes, subject to the Department's discretion and approval of the Offerors policies, procedures and safeguards.**

Question 76: Section 2.3.17.B - Offeror shall be authorized to furnish the proposed goods and services. Offerors proposing to resell services of another entity must be authorized by such other entity (See RFP Section 5.3.2.Error! Reference source not found.- Please define what language should be listed in place of "Error! Reference source not found."

**Response: Please ignore reference. Also, see Amendment 3.**

Question 77: Attachment B-1 - C) All calculations shall be rounded to the nearest cent, e.g., .344 shall be .34 and .345 shall be .35. The following language does not appear to be in the instructions tab within the excel version of Attachment B-1 "C) All calculations shall be rounded to the nearest cent, e.g., .344 shall be .34 and .345 shall be .35." - The language does appear within the instructions on p.104 of the PDF file. Please provide a revised workbook.

**Response: This instruction has been added to the revised Price Sheet. Please see Amendment 3.**

Question 78: Section 5.2.6.A-1 - Would the State consider removing item 5.2.6.A.1 requiring responses in Word format to allow bidders to upload files not available in Word format?

**Response: The State prefers to keep this requirement.**

Question 79: Is previous experience with any specific customer information systems, phone systems, or software required?

**Response: No**

Question 80: Can you confirm if you have a date we can expect responses to questions/inquiries?

**Response: Questions will be responded to on a rolling basis. Duplicate questions will not be answered. DHS cannot confirm a date by which all questions will be answered.**

Question 81: Can Bidders number the pages by major section (i.e., A-1, B-1)?

**Response: Yes.**

Question 82: Can Bidders exclude signed forms, attachments, tables of content, tabs etc. from the sequential numbering requirement?

**Response: Yes.**

Question 83: We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?

**Response: Yes**

Question 84: RFP Section 5.3.2.K - Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents with a link to access these records electronically?

**Response: Yes**

Question 85: What is the expected notice to proceed date?

**Response: The Notice to Proceed date will be after the Board of Public Works approves the Contract. There may be more than one Notice to Proceed (NTP) given, each requiring the Contractor to begin a specific task. For example, the start date of the Transition In, anticipated to begin on 2/1/2024, will be preceded by a NTP.**

Question 86: Section 3.7.4.A - In the item in 3.7.4.A, the link to [www.doit.maryland.gov](http://www.doit.maryland.gov) does not work. Please provide a current link to the Security Policy so that we may review.

**Response: The link seems to work here. Please use [www.doit.maryland.gov](http://www.doit.maryland.gov) – keyword: Security Policy.**

Question 87: Section 3.7.4.B.3 - In item 3.7.4.B.3, the link to <https://doit.maryland.gov/policies/Pages/default.aspx> does not work. Please provide the current link so that we can review and abide by the State IT Policy and Standards.

**Response: The link works. Please see <https://doit.maryland.gov/policies/Pages/default.aspx> .**

Question 88: Attachment B Can DHS clarify if the volumes included on attachment B financial proposal, should be utilized for our pricing, or should the vendor use the historical volumes provided?

**Response: Please use the volumes provided in the Price Sheet. These are locked cells so that Offerors cannot change the estimated volumes.**

Question 89: Attachment B Please unlock Cell K14 to enter the implementation fee.

**Response: A revised Price Sheet will be sent out.**

Question 90: Section 2.2. - Is MD Think and the "Department's CRM system" the same system?

**Response: No.**

Question 91: Section 5.3.2.F - Please confirm that the respondent shall answer each item in Sections 2 and 3? For example, from section 2.1-3.15.4 there are about 300 items to respond to, is that the intention?

**Response: Offerors responding to the RFP must provide detailed responses where needed to demonstrate its ability and capability to provide the services requested. Per Section 5.3.2F, the Proposal shall describe how the services will be implemented, being certain to cover the requirements listed, using this section as a guide. Some requirements may only require an affirmation; however, simply listing each section and providing a 'yes' or 'no' will not yield a high ranking.**

Question 92: We respectfully request at least a two week extension to the current due date of September 9, 5pm ET. With questions due August 22, and assuming responses to inquiries being released a week later, this gives respondents very little time to design a value driven response for the State. Additionally, we require responses to our technical questions to solidify our technical and pricing response and with the large volume of items that need to be responded to within the instructions.

**Response: Due to the large number of questions, please see Amendment 3.**

Question 93: Section 2.3.8-A - If a workforce management solution is not included in the provided DHS telephony solution, can bidders propose a solution that can be integrated with the DHS technology solution?

**Response: No integration is planned. Workforce management suggestions are welcome and the Offerors need to run the Workforce management and RTA (Real-time adherence) as a stand-alone solution to support their operations.**

Question 94: Section 2.3.11-D - Are you expecting bidder to propose a web portal?

**Response: DHS does not need Offerors to propose a web portal.**

Question 95: Section 2.3.11-J - What data do we need to control? Also, what is our responsibility in maintaining the DHS IVRS Control Log?

**Response: It is the Contractor's responsibility to review the control logs and report if there are any anomalies.**

Question 96: Section 3.2.10-5 - Please further define the maintenance support requirements for the DHS CRM. Does this include configuration management, adhoc reporting, integration/interface management, and any new development in functionality?

**Response: The administrative console will be provided to the identified call center management team whereby they can do the user additions / removal, skill mapping, queue management and other agent profile activities.**

Question 97: Section 2.6.9 - Average Call Handling Time Tier 1 CSR < 420 seconds - Please advise if this metric includes after call work time.

**Response: It does not.**

Question 98: Section 2.6.9 - Average Call Handling Time Tier 1 CSR < 420 seconds - Please provide the actual average handle time for Tier 1 calls by month for the past twelve months.

**Response: The requirements and classification of calls are new to the RFP.**

Question 99: Section 2.6.9 - Average Call Handling Time Tier 2 CSR < 720 seconds - Please advise if this metric includes after call work time.

**Response: It does not.**

Question 100: Section 2.6.9 - Average Call Handling Time Tier 2 CSR < 720 seconds - Please provide the actual average handle time for Tier 2 calls by month for the past twelve months.

**Response: The requirements and classification of calls is new to this RFP.**

Question 101: Section 2.6.9 - Average After Call Work Time / Wrap Up Time < 120 seconds - Please provide the actual average after call work / wrap up time by month for the past twelve months.

**Response: The Department does not have the information readily available and the Offeror should propose this information.**

Question 102: Section 2.6.9 - Calls transferred to the CSR from the total calls coming into the IVR. (IVRS is required to resolve more than 75% of the incoming Customer calls) - Please provide the actual IVRS resolution rate for incoming calls by month for the past 24 months.

**Response: The Department does not have the information readily available and the Offeror should propose this information.**

Question 103: Section 2.6.9 - Calls transferred to the CSR from the total calls coming into the IVR. (IVRS is required to resolve more than 75% of the incoming Customer calls) - Does your current IVRS integrate with your CSMS, E&E and other DHS processing systems?

**Response: Currently, there is integration with CSMS but not E&E or the other DHS systems.**

Question 104: Section 2.6.9 - Calls transferred to the CSR from the total calls coming into the IVR. (IVRS is required to resolve more than 75% of the incoming Customer calls) - If your current IVRS does not integrate with your CSMS, E&E and other DHS processing systems, are you planning on integrating the IVRS with your various E&E systems in the new contract?

**Response: Yes.**

Question 105: Section 2.3.2-D - Support Self Service Options, including directions, hours of operation, and available case information - Is your IVRS system integrated with your CRM system?

**Response: The current IVR system does not integrate with CRM.**

Question 106: Section 2.3.3-B - Use the CRM to record and update basic Customer information within the CRM, track all calls, activities, and operations of the CSC and use the data to identify Customer inquiry trends - Is your CRM integrated with DHS processing systems such as the CSMS and E&E systems?

**Response: The current CRM is not, but for the new contract, the new CRM will need to integrate with DHS systems.**

Question 107: Attachment B - Fully Loaded Unit Price per Call Please confirm the price per call is for agent handled calls only and does not include any calls resolved in the IVRS.

**Response: Confirmed.**

Question 108: Section 2.3.5-5 - Respond to written inquiries by telephone, facsimile, postal mail, or electronic mail, whichever is more efficient and satisfies the inquirer and in accordance with the Administrations Desk Reference Guides - Are you requiring bidders to include a scanning and indexing solution in their proposals?

**Response: A scanning or indexing solution is not required.**

Question 109: Section 2.3.5-5 - Respond to written inquiries by telephone, facsimile, postal mail, or electronic mail, whichever is more efficient and satisfies the inquirer and in accordance with the Administrations Desk Reference Guides - Are you requiring bidder to include a document composition solution in their proposals or are the outbound communications by mail done through CRM templates, Word templates, or manually?

**Response: The Department is not requiring a document composition solution, and the current outbound communications are done manually.**

Question 110: Section 2.3.5-5 - Respond to written inquiries by telephone, facsimile, postal mail, or electronic mail, whichever is more efficient and satisfies the inquirer and in accordance with the Administrations Desk Reference Guides - What is the average processing time for facsimile, electronic and postal mail?

**Response: The current average does not have an impact on the instructions outlined in the Administrative Desk Reference guide.**

Question 111: Section 2.3.9-B - Training is a critical component of an effective CSC. As such, the Contractor shall ensure that all CSR and other staff are thoroughly trained on all CSC operational protocols and supporting solutions. - What is current length of agent new hire training?

**Response: The current length is 10 to 14 days, but the Offeror should propose this information.**

Question 112: Section 2.3.9-B - Training is a critical component of an effective CSC. As such, the Contractor shall ensure that all CSR and other staff are thoroughly trained on all CSC operational protocols and supporting solutions. - Does your CRM or Telephony solution include a knowledge management component?

**Response: Yes.**

Question 113: Is it required that the selected vendors staff be located in the State of Maryland?

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

Question 114: Does the current service provider utilize work-from-home? If so, what percentage of agents?

**Response: Yes, however, the COVID 19 pandemic was the catalyst for the remote work.**

Question 115: What required IVRS/ACD activity reports are NOT currently provided by the IVRS/ACD?

**Response: This is not relevant. Please adhere to the requirements of this RFP.**