

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

QUESTIONS AND RESPONSES #6

Question 246: Section 4.5.1 - Proposal will be accepted through the State's eMaryland Marketplace Advantage (eMMA) e-Procurement system. - Are there any restrictions on the file size that can be submitted?

Response: The maximum file size is 300 MB.

Question 247: Please provide the password to unlock Attachment B Financial Proposal so it can be filled out.

Response: Our password cannot be provided.

Question 248: 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 ACD and IVRS telephony solution? If so, please provide the number of DHS users.

Response: There will be a limited number of about 40 to 50 personnel who will need access to the Contractor's ACD and IVRS.

Question 249: Section 2.3.11-D - Develop and maintain a web-based correspondence workflow process to facilitate electronic correspondence between Customers and DHS in compliance with the Federal Guidelines for Web Accessibility - Please confirm this requirement is functionality you want developed and implemented into the CRM with an API call to DHS' web portal to pull in the customer correspondence into a workflow in the CRM.

Response: The Offeror will need to propose how they will offer this functionality.

Question 250: Section 2.3.11-I - Maintain a system that is capable of supporting the archiving, retrieval, and purging of data. - Please confirm the system DHS is providing has the capability of archiving retrieval and purging data. Based upon this assumption,

please confirm you are requiring the contractor to maintain and support the archiving retrieval and purging of data.

Response: Yes. The Contractor must meet the requirements of this Section in addition to developing the technology solution as per Amendment 5.

Question 251: 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 confirm your CRM and telephony solution will not be hosted in a public cloud that offers real-time redundancy.

Response: The Contractor must meet the requirements of this Section in addition to developing the technology solution as per Amendment 5.

Question 252: Will the data captured by the new IVRS/ACD be available for dashboards and reporting purposes?

Response: Yes. Offerors need to propose this as part of their Proposal.

Question 253: Will the new IVRS solution have an integrated survey module?

Response: Offerors must propose the technology solution.

Question 254: Is there a list of disposition codes or reasons for all calls processed in the past 18 months?

Response: Please see Appendix 3.

Question 255: 2.3.15.F In section 2.3.15.F of the RFP, it states "F. The State requires that the Offeror price individual software modules separately." The supplied pricing format does not account for pricing software modules separately. Please provide an updated pricing format that accounts for pricing software modules separately or direction on how to provide this.

Response: Please see Amendment 6. This requirement has been removed.

Question 256: Does the new vendor need to provide workforce management technology tools to forecast contact volumes and schedule agents or will DHS provide?

Response: The Offeror must propose a technology solution to meet the requirements of the RFP.

Question 257: 2.3.11.F - As the State is providing the core technology for delivering the CSC, what is the State's expectation of the Contractor in making system changes? If the State does not expect the Contractor to make system changes, we ask the State delete or revise this Contractors requirement.

Response: The Contractor must meet the requirements of this Section in addition to developing the technology solution as per Amendment 5.

Question 258: Section 2.3.11.H - As the State is providing core technology for delivering the CSC, including the CRM and associated database what is the State's expectation of the Contractor to maintain a centralized database? If the State does not expect the Contractor to maintain a centralized database, we ask the State delete or revise this Contractors requirement.

Response: Please see Amendment 6. This requirement has been removed.

Question 259: 2.3.11.L.1 - : As the State is providing the core technology for delivering the CSC, including the CRM, IVRS/ACD and supporting IT systems, please confirm the capabilities outlined would be the responsibility of the State and/or any vendor providing such systems, and not the Contractor for this procurement. If the capabilities are the responsibility of the State, we ask the State to delete or revise this Contractor requirement.

Response: The Contractor must meet the requirements of this Section in addition to developing the technology solution as per Amendment 5.

Question 260: Section 2.3.13.B - Does DHS have a QA/QC platform integrated with their IVR/ACD solutions? If not, please detail how the Contractor-provided QA/QC solution will integrate with DHS provided systems

Response: The Contractor must meet the requirements of this Section in addition to developing the technology solution as per Amendment 5.

Question 261: Sections 2.3.4.C, 2.3.4.D - As the State provides the IVR/ACD platforms, please confirm the State will also provide the call-back option functionality ? If not, please explain in detail how the Contractor-provided solution will integrate with the DHS provided systems and how the State expects the Contractor to provide these capabilities.

Response: The State will provide the integration endpoints for the specific DHS applications (CSMS, E&E) to the successful Offeror.

Question 262: Has the current contract gone full-term with all extensions executed?

Response: Yes.

Question 263: Section 2.2.3.J. - Will the State provide all program applications needed for fulfillment throughout the duration of the Contract?

Response: Yes.

Question 264: Section 2.2.3.K. - Will the State provide all DHS brochures needed for fulfillment throughout the duration of the Contract?

Response: Yes.

Question 265: Section 5.2.6.A.1 - The RFP instructs Offerors to submit a copy of the Technical Proposal in Microsoft Word format and also prescribes the order of the proposal response. However: The majority of the required forms are in PDF format only. Some required documentation, including financial statements and insurance are in PDF format and restricted from editing. The Executive Summary may include an explicit statement, signed by an authorized representative, which requires an electronic signature in a PDF format. How does the State want Offerors to resolve the incompatible formats in the Microsoft Word version of the Technical Proposal?

Response: Please send the Technical Proposal in PDF format.