**CUSTOMER SERVICE CENTER (CSC) RFP**

**SOLICITATION #: OS/CSC-15-001-S**

**QUESTIONS and RESPONSES: SERIES 1**

**August 4, 2014**

QUESTION #1: Is this RFP the same as the current Customer Call Center contract that was just approved by the BPW for a one year extension? There is some confusion about this RFP.

RESPONSE: Yes, this RFP (Request for Proposals) continues and expands current Call Center services (now titled Customer Service Center Services). As stated in the Board of Public Works (BPW) Agenda, the one year extension of the current Call Center Contract allows six months to complete the new procurement and award a new contract, and includes a six month period to transition to a new Contractor, if necessary.

QUESTION #2: Whether companies from Outside USA can apply for this?? (From India or Canada)

RESPONSE: Companies from outside of the USA can submit a Proposal in response to this solicitation; however, please see the Response to Question #4 below.

QUESTION #3: Whether we need to come over there for meetings??

RESPONSE: It is not clear what meetings are being questioned, or what “come over there for meetings” means; however, the following addresses all meetings –

(1) Potential Offerors can participate in the Pre-Proposal Conference via a

 conference number provided by the Procurement Officer.

(2) Offerors must appear in person for any oral discussions requested by the

Procurement Officer as part of the Proposal evaluation process.

(3) The successful Offeror shall attend/conduct meetings in accordance with RFP Section 3.4.2, Meetings.

QUESTION #4: Can we perform the tasks (related to RFP) outside USA?? (From India or

 Canada)

RESPONSE: Tasks related to the RFP cannot be performed outside of the USA. The successful Offeror is required to provide a single facility located within the State of Maryland in order to maintain the necessary Customer Service Center (CSC) infrastructure, technology and administrative support. See RFP Section 3.4, Functional Requirements.

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QUESTION #5: Can we submit our proposals via email?

RESPONSRE: Per RFP Section 1.11, **Proposals may not be submitted by e-mail or facsimile.**

QUESTION #6: Our Company provides call center services from our headquarters in Michigan. Is it an absolute requirement that the call center for this contract has a location in Maryland?

RESPONSE: Yes, it is an absolute requirement that the Customer Service Center for this contract has a location in Maryland. See the Response to QUESTION #4.

QUESTION #7: Names of countries that will be eligible to participate in this tender.

RESPONSE: See the Responses to QUESTIONS #2 and #4.

QUESTION #8: Information about the Tendering Procedure and Guidelines.

RESPONSE: Sections 4 and 5 of the RFP provides all information about Proposal formatting and submission, and evaluation and award procedures.

QUESTION #9: Estimated Budget for this Purchase.

RESPONSE: In order to maintain the competitiveness of the Procurement process, budget information is not provided.

QUESTION #10: Any Extension of Bidding Deadline?

RESPONSE: Requests for extension of the Proposal due date and time will not be granted (see RFP Section 1.11).

QUESTION #11: Any Addendum or Pre Bid meeting Minutes?

RESPONSE: Addendums to the RFP as well as the transcript of the Pre-Proposal Conference will be posted on eMaryland Marketplace, Maryland’s official procurement web site and the Department of Human Resources (DHR) web site (see RFP Sections 1.7 and 1.8).