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| **CUSTOMER SERVICE CENTER (CSC) RFP**  **SOLICITATION #: OS/CSC-15-001-S**  **QUESTIONS and RESPONSES: SERIES 3**  **August 21, 2014** | | | |
| **Question#** | **RFP Section** | **RFP Page #** | **Question / Response** |
| 63. | In Section II of the Financial Proposal Form |  | If the CSC handles 50,000 calls in one month, are all 50,000 calls invoiced at the price entered on line 4 or are the first 30,000 calls invoiced at the priced entered on line 3 with the remaining 20,000 invoiced at the price entered on line 4? |
| Response |  |  | All 50,000 calls would be billed at the price on line 4. |
| 64. | In Section II of the Financial Proposal Form |  | Columns D, F, H, J, and K have a formula that is the monthly volume x the fully loaded fixed unit price x 12 x % for the annual price for that year. The percentage is 10% for the low range, 20% for the mid-range, and 70% for the high range. For illustration purposes, assume all ranges are $3.00 for the fully loaded fixed unit price. Based on your formula, the annual amount on this form totals $1,079,968. Using the call center statistics in Attachment R, there were 877,572 calls answered from June 2013 through May 2014. At $3.00 per call for 877,572 calls answered, the total annual cost is $2,632,716, a difference in $1,552,748. Will the total (line 7) in Section II be used for evaluation purposes only or will it also be a not-to-exceed amount for CSR Call Handling? |
| Response |  |  | The rates proposed will be used for evaluation based on the volumes in the Financial Proposal Form. The total will be used for evaluation purposes and will not be capped. The rates proposed will be used in the ultimate contract. |
| 65. |  |  | Per the RFP, each Administration will be invoiced separately (Section 3.15.1) on a monthly basis. In determining the unit price to use, will all calls answered by the CSC be totaled to determine at what call band to invoice or will the total calls answered for the Administration being invoiced be used to determine the unit price? For example, for the month being invoiced, there were 100,000 calls answered by the CSC. Of the 100,000, 50,000 were answered for the Child Support Enforcement Administration, 30,000 for the Family Investment Administration (FIA), and 20,000 for DSS. For the FIA invoice, is the unit price based on the high range (100,000 total calls answered for the CSC) or on the low range (20,000 calls answered for this Administration only)? |
| Response |  |  | All calls answered by the CSRs are to be totaled to determine what call band (range) to invoice. |
| 66. | Section 3.2.3 Automated Call Distribution System, paragraph F |  | States “Recording of all calls by CSRs and providing audio recordings of individual/Customer calls for review by the State Project Manager no later than one (1) Business Day of the request”. Can you identify how long we need to keep the recorded calls? |
| Response |  |  | The recording of all calls is to be made available at any time for the previous 12 months. |
| 67. | Section 3.4.3 Customer Satisfaction, Paragraph A |  | Indicates that we must “Conduct monthly automated Customer Service Surveys regarding Customer satisfaction with both the IVR and CSR services”. Can you elaborate? For example are the surveys to be conducted during the calls or after the fact each month? |
| Response |  |  | The Offeror shall describe how it intends to meet the requirements of this section. |
| 68. | General Questions |  | Please provide the last grade performance / evaluation of the incumbent? |
| Response |  |  | The last grade performance / evaluation of the incumbent are not relevant to this RFP as we are asking for additional services and technologies. |
| 69. | Training |  | Shall initial training costs be included in the Transition-in costs? |
| Response |  |  | Yes, refer to Section 3.12.2. |
| 70. | Training | page 82, D | Please provide training process details for the 5000 DHR staff this statement is referring to. Please provide the information that the 5000 DHR staff members will be expected to learn and utilize? |
| Response |  |  | DHR staff members will need to learn CRM functionalities to process/refer work orders and for generating reports and input data for call closure/wrap up. The Contractor shall propose and structure its training with train the trainers and self-directed online learning techniques. |
| 71. | Facsimiles |  | Please provide the number of facsimiles received by the call center per day, per month and per year. |
| Response |  |  | The monthly average number of faxes verified for CSEA is approximately 3500. |
| 72. | Script Changes: |  | Changes to scripting / data capturing efforts will inevitably occur, how often does this occur for both agent scripts and IVR scripts? Can you provide an example of a script/data collecting change? (i.e. word changes, additional questions / answers, total revamp) |
| Response |  |  | The majority of changes will be minor adjustments to language or content. It is possible that additional questions would be added to either script, but this will not be frequent. DHR does not anticipate a total revamp of either script after implementation. |
| 73. | Toll Free Numbers |  | Please provide the toll free / vanity numbers used to service this account. |
| Response |  |  | DHR maintains the following toll free numbers for the CSC:  800-332-6347 (Primary number)  800-723-9937  800-392-3678  800-917-7383  800-352-1446 |
| 74. | IVR Transfer |  | What is the average call length once the call is transferred out of IVR to a DHR administration agency? |
| Response |  |  | This information is not currently available. |
| 75. | Agent Call Transfers |  | What the average number is of calls transferred (Hot Call Transfer) by an agent to a DHR administration? Once the call is transferred, what is the average call length of the transfer? When the calls are transferred to the DHR administrator are the agents required to introduce themselves and announce the caller or do the agents simply transfer the call without speaking to a DHR administrator? |
| Response |  |  | Current statistics for hot call transfers is not available. Standard operating procedures will be documented in the Desk Reference Guides which will be provided to the successful Offeror. |
| 76. | Talk Time |  | What is the average talk time (from January to December 2013) of a Spanish Call? Attachment R provides only one Average talk time, that seems to include both English and Spanish. |
| Response |  |  | The average talk time referenced includes all calls. |
| 77. | Work Order Process | Page 51, M | Please describe the Work Order (WO) process, specifically to #3 (activities such as: Alerts for actions, appointments for the customer, To do lists for agents or DHR) and #5 “information shall be converted to invoice” what line items shall CSC include in these invoices? Are WO’s generated by the agent and then escalated because of content and then emailed to the proper DHR administration to be worked? What is the name of the software currently used for WO’s? Does DHR own the WO software solution utilized? Is the current WO software accessed by the agents through the web/internet? Please provide a copy of the work order form. How many WO’s are processed per day, per month? #O. states that customers will have access to the WO system. Will DHR provide user id’s and passwords to the customers to access WO status? Will the DHR main website add a link to the WO system for customers to access? Please describe the address book and its purpose. Please provide details on managing the web forms for administration specific activities. |
| Response |  |  | The Offeror shall propose a general WO process that includes, at a minimum, the requirements in Section 3.3.1 M and the RFP.  There were approximately 64,000 WOs for CSEA in FY 2014. This number is expected to change in light of the additional services being requested by the CSRs and the CRM under this RFP. |
| 78. | Work Order Process | Page 52, O | Please describe this process of how customers will submit information and how the CSC will receive these orders from Customers. What data is required to be stored in the CRM system? Will there be data required to be entered into the DHR systems? Is the current incumbent providing this website currently? |
| Response |  |  | Generally WOs will result from emails and telephone enquiries. The data to be stored in the CRM is referenced in 3.3.1. Please see Section 3.2.4.1.B - General CSR Requirements for data entry action. The current Contractor is not providing this website. |
| 79. | SMS Text Messaging |  | Please provide the estimated number of SMS text messages per month. Is the current incumbent providing SMS text messaging? How often are Text Messages sent? What type of data is captured during a text message? How many text messages attempts are sent to each record? Are both English and Spanish a language requirement? Will the CSC be sent a list of records to send text messages? |
| Response |  |  | The current call center does not use SMS. However, the Offeror may propose how it may use SMS in the CSC services. |
| 80. | Outbound Calls |  | Please provide the number of outbound live operator calls on an hourly, daily, monthly basis. |
| Response |  |  | With the exception of call-backs and responses to emails/voicemails and other rare instances like disaster/emergencies, the current contractor does not make outbound calls. Please refer to Attachment R for the average monthly call-back volumes. |
| 81. | Other Languages | Page 43 | “Communicate in other languages”. Can you provide the number of calls and estimated number of minutes that require “other” language support? Please provide an estimate of minutes that require “other” language support to use to respond to this RFP. |
| Response |  |  | This information is not available. |
| 82. | Peak Call Volume |  | Please provide the highest volume of agent calls in a single hour during operating hours. |
| Response |  |  | This information is not tracked by DHR. |
| 83. | Call Center System | Page50, A | Please provide the process details for the 1500 concurrent users. Who are the users? What additional work will these users need to perform? What systems would these users access? |
| Response |  |  | DHR’s case workers will access the web based CRM to access information on the case resolution points, reporting and statistics. DHR users may input data into the CRM for the purpose call closure. |
| 84. | Call center system | Page 50, I | Please describe the requirement to “integrate with DHR’s software systems” process. What systems would need to be integrated? |
| Response |  |  | There is no current requirement for real time integration between the CRM and the DHR software systems. |
| 85. | IVR related Questions | IVR Peak hour: | Please provide the highest volume of IVR calls in a single hour during operating hours and after hours. |
| Response |  |  | This information is not tracked by DHR. |
| 86. | IVR | Page 44, C | Referring to text to speech, will DHR be providing the data (name, phone, etc) or will the IVR system be allowed to perform a data grab from one of DHR’s data bases? If so, please explain this process and any technical requirements. Does the data grab and update need to be done in real time? How is the incumbent providing this service? |
| Response |  |  | See response to #19. |
| 87. | IVR | Page 44, C | “Features and services should be in line with widely used standards like Voice XML, SSML, CCXML.” Please explain the intent of this requirement and how these standards apply. |
| Response |  |  | The Contractor’s speech recognition technologies should be in line with industry standard. A Offeror may apply these standards within their solution as deemed best by the Offeror. |
| 88. | Section 3.2.1 - IVR | Page 45, S | Is this requirement for full PCI IRS encryption? Is Full PCI IRS encryption currently provided from the incumbent? Can you provide a description of the data the CSC must protect? |
| Response |  |  | The question is unclear. However, the Offeror shall propose a solution that meets the requirements of this Section, is fully secure, and has the ability to support advanced features that include use of FTI. These requirements were not in place when the current contract was executed. Data which must be protected included FTI, PII and PHI. |
| 89. | IVR | Page 45, T | Please provide the detailed process and the systems in which the Customer will be accessing using their user ID and password. Will the customer access the DHR systems through the CSC IVR system? Will CSR’s be asked to assist customers with user id and passwords to this system? |
| Response |  |  | Offerors should propose a process that works best in the proposed environment. The requirement is for the user to have user ID and password for secure access to the IVR.  Customers access information from the DHR systems via the Offerors’ IVR. Depending on the Offerors’ proposed solution, CSRs may provide password resets. CSRs should not have any visibility to the user ID/Passwords. |
| 90. | IVR | Page 45, V | Please describe the multiple databases the IVR must access. How do these databases interface with the current incumbent? What servers do these database reside on (ex. Mainframes)? What are the allowable methods to access these databases? Will there be a requirement for the IVR to perform a real time “data dip” into the DHR systems? If so, what systems will be accessed? |
| Response |  |  | There will no requirement for direct integration between the IVR and DHR systems. DHR will be providing a data extract from multiple systems via SFTP as a nightly batch to be ingested into the IVR. |
| 91. | IVR | Page 45, W | Please explain what “provide compatibility with email systems” indicates. Is the compatibility with Google email / docs for the agents to receive and send emails? Can you provide details on how this is currently handled? What is the purpose of the Google mail? |
| Response |  |  | This requirement has been deleted. See Amendment #2. |
| 92. | ACD Related Questions | Page 46, C | Please provide details of the “logs” the Project Manager wants to access. What data must be included in the logs? How often shall these logs be made available? What is the acceptable format of the logs? |
| Response |  |  | The State Project Manager must have real time access to the data required to monitor service levels. Refer to Section 3.2.3.G. |
| 93. | Recording | Page 47, F | Would the entire call need to be recorded or just sections of the call? Is DHR asking for a full PCI level encryption (IRS Special 1075) for quality on recordings? Is the incumbent delivering this level of encryption? What information from the recorded calls will need to be protected that DHR will be accessing? |
| Response |  |  | DHR’s requirement is that the full duration of the call be recorded.  See response #90 regarding PCI encryption. |
| 94. | Email Related Questions | Figure 1, page 43 | Shows Email Inquiry Support. Are emails sent to the CSC using a single email address? Are these emails from Customers or from DHR Administrators? Is there a time frame in which emails must be responded? How are emails handled by the incumbent? |
| Response |  |  | The system must have the capability to handle one or more email IDs. Emails could originate with customers or DHR staff. Refer to Section 3.2.4.4.A and B for timeframes. |
| 95. | IT Related questions –  Additional PRI’s | page 43, 44: I | If the volume of calls dramatically increases due to DHR’s new planned marketing efforts, would DHR consider paying for the additional new contract required expenses? If not, are their any planned marketing efforts in the next 5 years? How many are planned? |
| Response |  |  | There are no marketing campaigns currently planned. DHR is already publishing and encouraging clients to use the CSC number. The pricing on a per call basis is designed to cover Offerors’ direct and indirect costs and expenses. |
| 96. | IT Related questions – | Direct Connection | Is the direct circuit line between the contractor and DHR for the use of one system or will it be used to access multiple systems? |
| Response |  |  | The circuit between DHR and the contractor is for access to all DHR systems and file transfers required by this RFP. |
| 97. | Software Requirements |  | The contractor must purchase and maintain all software licenses required to access the department applications (CARES, CSES, etc.). Please provide the list of software used (example: Attachmate) and the version required to access these systems. |
| Response |  |  | See Attachment S Exhibit 3. |
| 98. | Anti-Virus software | Page 58, 1 | What is the minimum software requirement to perform real time scans on the CSC PC’s? |
| Response |  |  | The antivirus software must meet the requirements in Section 3.5.2. |
| 99. | Multi-Factor Authentication | Page 55, G | Please explain what systems are currently Customer facing, with which the CSC must implement multi-factor authentication. What systems is DHR expecting customers would need this level of “login” access? Is the current incumbent providing this level of log in access? |
| Response |  |  | There are no DHR customer facing systems which the CSC must implement multi-factor authentication. Any customer facing system containing PII, PHI and FTI developed under this contract by the Offeror is subject to this level of authentication. |
| 100. | DHR system interface | Page56, N | Please confirm that “interface” indicates that the CSC will be allowed access to the DHR systems via the dedicated circuit connection. |
| Response |  |  | No. CSRs will access DHR systems using existing DHR interfaces. No direct integration with DHR systems is required. |
| 101. | Encryption | Page 59, D | Please provide details on the data that needs to be accessed using AES 256 encryption over the dedicated line. |
| Response |  |  | See 3.5.2.3.D. All communications between various systems within the CSC solution shall be encrypted. |
| 102. | Back up Requirements | Page 90 #7 | Refers to Media Utilization Report in section 3.5.7 J. In reviewing this section, J seems to be missing. Please provide details on the Media Utilization Report requirement. |
| Response |  |  | Offerors should propose a format for the Media Utilization Report. See Amendment #2 for 3.5.7.J. |
| 103. | Literature Fulfillment Questions,  Fulfillment Descriptions: |  | Please describe in greater detail the fulfillment pieces. (i.e., size, weight of envelopes, weight of each entire literature piece, number of stored items at contractor’s location, folding requirements, staple requirements, personalized letters or generic letters, etc…). If weight cannot be determined, please provide a sample of every variation of literature fulfillment packages to be mailed. |
| Response |  |  | See Section 1.2.1(37). Refer to Attachments F and R. |
| 104. | Mail Returns |  | What are the business rules for mail returns? (i.e., return to inventory, destroy, update the database, re-mail the piece) Will the contractor need to make an outbound call to validate an address, update the address in the DHR systems and then send a second application? |
| Response |  |  | All returned mail will be directed to the return address of DHR Central. |
| 105. | Storage Space |  | How many boxes of literature will be required to be stored at our site on a monthly basis? What is the size of the boxes? |
| Response |  |  | 20-25 boxes of literature must be stored at any given time. |
| 106. | Printing Requirements |  | Will there be any printing required? (ex: Personalized letter to accompany the application) If so, how many pages need to be printed per literature package? Will there be a need to print out two letters to the same record? How many times will a letter be printed per record (example: first letter, second attempt letter to John Doe)? |
| Response |  |  | Yes. Personalized letters will be required for outgoing packages. Only one letter should be needed per record. Offerors should anticipate some number of printed reports. |
| 107. | Correspondence / Document Processing Questions.  ECMS system | Page 54, A | How many user licenses will be allowed to access the ECMS system? |
| Response |  |  | This will depend on the Offeror’s staffing. All CSRs must have access to the ECMS. |