

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

QUESTIONS AND RESPONSES #10

Question 460: As the task keeps evolving and more information is being sent out, we are requesting another extension from 10/6 to 10/30.

Response: DHS intends to keep the due date of Proposals at 10/6.

Question 461: On Friday, the State released Amendment 10 with Q&A series 9 and Attachment_B-_Financial_Proposal_-_3rd_Revised. On the Task Order tab of Attachment B, there is no field to enter the Unit Price for Webchat, Customer Journey Mapping, and Robotic Process Automation. Will DHS please revise Attachment B to include the unit price fields for these optional services?

Response: These are possible task orders listed. DHS is not requesting pricing at this time.

Question 462: F8 Technical Response Since it appears that DHS is providing the tools for the project, what should be included in the proposer's VPAT?

Response: Please see Amendment 5.

Question 463: Please provide a breakdown of inbound and outbound calls.

Response: Please use the current Price Sheet that is given which shows the number of inbound and outbound calls.

Question 464: Cost Proposal Does the estimate of 3,200 users include only agency staff?

Response: Yes.

Question 465: Section 2.2 - Figure 1 presents a different list of DHS IT systems than those presented in Appendix 5. The following systems are present in Figure 1 and not Appendix 5:

- Interstate Compact for Placement of Children
- Work Opportunities Record Keeping System
- Client Information System
- Enterprise Content Management System
- Maryland Children Social Services Information Exchange
- Service Access Information Link
- Community Emergency Relief Tracking System

Will the State please provide a complete list of the following? The software applications that the Contractor will need to use as part of running the CSC, A description of what program(s) each software application supports, and An overview of how the Contractor CSR will use the systems in the daily course of their work.

Response: This question may be irrelevant per Amendment 5, but Figure 1 lists the primary DHS programs and services provided by the three primary units within DHS. Appendix 5 as revised identifies the IT systems of the three primary units.

Question 466: If the telephony resides on DHS side, does the abandonment and queue wait time metrics start when the individual calls DHS or when the call is connected to the Consultant agent?

Response: Per Amendment 5, this question does not apply.

Question 467: IVRS/ACD - Does client want us to use their voice platform ? if so what is the platform?

Response: Per Amendment 5, this question is no longer relevant.

Question 468: Technology How are the CRM and Enrollment systems accessed ? via VPN , VDI, or over the internet?

Response: Per Amendment 5, this question is no longer relevant.

Question 469: Does The State anticipate “steady state” volumes, or have there been an increase or decrease in call volumes over the past several years?

Response: In the past several years, there has been an increase. Please see current price sheet for revised number of calls.

Question 470: Section 2.3.2 IVRS Please confirm the Contractor is not responsible for developing any materials.

Response: With regard to the Section 2.3.2. IVRS, the Department will provide scripts.

Question 471: Section 2.3.13.D Quality Assurance/Quality Control Does the IVRS include the functionality to observe CSRs' screen utilization?

Response: DHS does not intend to provide information on the current system.

Question 472: Section 2.3.18.E Maintenance and Support Is the Contractor required to provide help desk support for DHS employees as well as their own? If so, please indicate approximately how many DHS employees will need support and for what tools.

Response: Yes. It is anticipated there will be approximately 3200 DHS users.

Question 473: Section 2.3.18. E Maintenance and Support Will DHS employees use the ticketing system to request help desk services?

Response: DHS is requiring a ticketing system.

Question 474: Section 2.3.18. E Maintenance and Support Is the Contractor responsible for backing up data for the CRM and IVRS?

Response: Yes.

Question 475: Appendix 8 Historical Data Please provide more recent statistics if available.

Response: All readily available statistics have been provided.

Question 476: In Amendment 6 there was a revised Attachment B added. Can you define the difference between “Chatbot” and “Virtual Assistant?” These terms can be used interchangeably in industry so we want to ensure we understand the delineation the state is making here.

Response: If you mean virtual agent, DHS understands virtual agent refers to conversational voice bots and chatbots are refers to conversational chatbots. (Both using natural language processing).

Question 477: We understand the State continues to answer questions for this opportunity on a rolling basis. As part of this process, would the State please indicate when the final questions/answers have been released so that bidders know to begin to finalize their submissions?

Response: The Department intends to answer all questions by 9/29/2023. I will try to mark the last Q&A as final.

Question 478: Attachment B, Financial Proposal Form Since bidders are unable to alter the Financial Proposal Form, please confirm you are requesting bidders to provide blended hourly rates for all technical support resources that would be needed to adequately provide the services required have not been defined in the list.

Response: The Department is asking for labor prices for the specific category listed if a task order were to be issued, not blended rates.

Question 479: Section 2.6.9-8 Does your ACD/IVRS solution include the option to present real-time and historical trend data in dashboard views?

Response: Please see Amendment 5. This question may no longer be relevant.

Question 480: Section 2.3.1-A Is the outbound dialer included as part of the telephony solution provided by the State? If so, please provide the name and type of the outbound dialer.

Response: Please see Amendment 5. This question may no longer be relevant.

Question 481: Section 2.6.8 Please define for what systems these SLAs apply?

Response: These SLA's relate to the Contractor's proposed technology solution.

Question 482: Section 2.3.13-A Please provide the name of your call recording solution.

Response: In general, questions about the current contract will not be answered.

Question 483: Section 2.3.13-A Does your call recording solution provide for screen capture?

Response: In general, questions about the current contract will not be answered.

Question 484: Attachment B, Financial Proposal Form In the RFP Section 2.5.1, you describe optional services to include chatbots. In Attachment B, you have Web Chat listed as an optional task order. Please confirm Web Chat in Attachment B is referring to Live Chat with an Agent.

Response: Chatbot is automated. Webchat (Livechat) should be attended by the agents.

Question 485: Attachment B, Financial Proposal Form Please confirm that the optional task order listed in the Task Order Tab are to be built on DHS existing infrastructure.

Response: Per Amendment 5, the Contractor will provide the technology solution.

Question 486: Section 2.3.11 Please define in detail what the Contractor is required to build on technical infrastructure that is fully securitized. Based upon the RFP, we understand DHS is furnishing the CRM, Telephony ACD and IVRS.

Response: Per Amendment 5, the Contractor will provide the technology solution.

Question 487: Do we have resources in QA that will be able to perform QA for the Spanish speaker calls? If not, that should be included in the pricing.

Response: Offeror will need to meet all requirements that are not State supplied. Please include in pricing.

Question 488: Section 2.3.2. Interactive Voice Response System (IVRS) Will DHS please clarify if the Customer Satisfaction Survey shall be accessible via web or phone, or is it at the Contractor's discretion?

Response: Offerors will need to propose how to meet the survey requirements.

Question 489: Section 2.3.2. Interactive Voice Response System (IVRS) Will DHS please clarify whether the Customer Satisfaction Survey should be accessible via the web in its entirety or if just the survey results themselves should be accessible?

Response: Offerors will need to propose how to meet the customer satisfaction survey requirements.

Question 490: Section 2.3.3.B - Will CRM be the source of truth for customer information as defined in 2.3.3 B or will updates to these records need to be integrated with a different source of truth?

Response: DHS Master Data Management will be the golden source of record for Customer Master. CRM will be the golden source for call center generated service request and work orders.

Question 491: Section 2.3.3.B - Will case information data live directly in the CRM or does it need to be windowed/integrated from other systems?

Response: CRM needs to store case data and CRM will be the golden source for call center generated service request and work orders.

Question 492: Section 2.3.3.D - Will the security defined in 2.3.3 D be managed directly within the CRM or are there other security solutions which can determine security which would require integration?

Response: Directly to be managed at application level in the CRM.

Question 493: Please provide information around in-flight initiatives which has direct impact on CSC scope of work

Response: DHS prefers not to answer questions about the current Contract.

Question 494: Section 2.3.3.E - CRMs can have scripting solutions embedded. Is it sufficient to integrate with the State's source for these scripts since they may need to be housed directly in CRM?

Response: The Administrative Desk Guide is the source for our scripts which the Contractor will need to upload into the technology solution.

Question 495: Section 2.3.3.E - Is there a requirement for single sign-on across all systems, or can users have separate logins for separate systems, including the CRM?

Response: It should be a single sign-on.

Question 496: Sections 2.3.3.E, 5.3.2.F.14.b.xiv - Does DHS utilize Azure Active Directory for any services like Microsoft 365 today, such that DHS is using SecureAuth as a federated identity for Azure Active Directory? (This is in relation to SSO compatibility) Will any other agencies need to access the CRM solution and also require SSO? If yes, please provide details on each of their SSO providers and whether each of those agencies use Azure Active Directory in some capacity currently.

Response: DHS does not currently utilize Azure Active Directory. No other agencies will need to access the CRM solution at the present time.

Question 497: Section 2.3.3.H - Will all 3,200 CRM users need licenses at least for read-only access for all reporting? If not, how many of the 3200 staff will need read-only reporting access? How many of those 3200 users will need additional capabilities with reporting including modifying or customizing reports and/or visualizations? How many of the 3200 staff using CRM, which will need to modify/customize reports and/or visualizations, will have Power BI Pro licensing assigned to them by DHS already? Licenses for reporting can often be a la carte and this would affect pricing.

Response: The DHS users will have varied levels of access and permission based on their roles (i.e. manager, supervisor, caseworker). All users will need edit access. All users will need to be able to input information into the system.

Question 498: Section 2.3.3.H - Are there any other users beyond the Contractor's staff and DHS' 3,200 users who will need access to the CRM?

Response: No.

Question 499: Section 2.3.3 - Will the Knowledge Management system remain the same in future state or is it expected to be part of/included as a component in the new CRM?

Response: DHS will provide the knowledge base articles during Transition-In. The expectation is CRM includes knowledge management features.

Question 500: Appendix 6: Criminal Background Check Affidavit - Will the Department please clarify what is meant by "security clearance results" on Appendix 6: Criminal Background Check Affidavit?

Response: Please refer to Section 3.7.2. for more information on the background checks.

Question 501: Appendix 6: Criminal Background Check Affidavit - Will the Department please confirm how the Offeror should provide the CJIS State and Federal background check results for each proposed staff with their proposal submission?

Response: Please provide all available clearances.

Question 502: Section 2.2 - How will the CRM integrate with DHS' systems e.g., API calls, file transactions, etc.).

Response: Integrations need to be via API.

Question 503: Section 2.2 - Does the CRM need to integrate with each of DHS' systems?

Response: The CRM needs to integrate with the Child Support Management System (CSMS), the Eligibility and Enrollment (E&E) system, and the Child, Juvenile and Adult Management System (CJAMS).

Question 504: Section 2.2 - Will the CRM need to conduct any daily or weekly file transmissions with any DHS systems to populate case information in the CRM with update information from the system of truth?

Response: The CRM will need to conduct real-time transmissions.

Question 505: Is the IVRS, ACD, CRM and chatbot systems required to have a FedRAMP ATO? If not, what specific Certification, Attestation or Report would be accepted in lieu of FedRAMP ATO?

Response: The Department would prefer FedRAMP ATO.

Question 506: Cost Proposal - Vendors may be able to provide significantly different user pricing for the different components of the technology solution depending on the individual needs identified for each type of user (for example, CRM only without telephony, or read-only rights within the CRM). Would the Department allow for more flexibility in providing technology pricing?

Response: The Department intends to use our Price Sheet as specified. The DHS users will have varied levels of access and permission based on their roles (i.e. manager, supervisor, caseworker). All users will need edit access. All users will need to be able to input information into the system.

Question 507: Section 2.3.11.G Please define all file transfers the Contractor will need to implement to meet this requirement.

Response: The Contractor will need to provide real-time updates to our systems through API.

Question 508: Section 2.3.11.G - If the Contractor will not use file transfers for this requirement, please identify the electronic data transmission methods we will use.

Response: The Contractor will need to provide real-time updates to our systems through API.

Question 509: Section 2.3.11.J - Is the IVRS Control Log a log of all configurations and changes to the IVRS? If not, please define.

Response: The Control Logs need to include configuration and testing details.

Question 510: Section 2.3.11.L - How many DHS staff will need access to the CRM?
Of this total number of DHS staff:

How many will need the ability to enter, update and change information?

How many will need configuration rights?

How many will need read-only access?

Response: DHS will need approximately 3200 users to have access to the CRM. The DHS users will have varied levels of access and permission based on their roles (i.e. manager, supervisor, caseworker). All users will need edit access. All users will need to be able to input information into the system. The Department anticipates approximately 30 users to have configuration and administrative rights.

Question 511: Section 2.3.11.L How many DHS staff will need access to the telephony system? Of this total number of DHS staff:

How many will need the ability to enter, update and change information?

How many will need configuration rights?

How many will need read-only access?

Response: DHS does not take calls from the 1-800 number. A select number of DHS users, no more than 10, will need to have the ability to listen in on the calls.

Question 512: Cost Proposal Will the vendor be paid the monthly technology fee for their own staff that work on the project?

Response: No. The Contractor will need to reflect this cost in the fixed-unit prices for inbound and outbound calls and email.

Question 513: Section 2.3.3 - Please provide more details surrounding the requirements to migrate data from the existing CRM, including number of years, number and type of records, etc.

Response: Approximately 8 million case records and 12 million IVR log data.

Question 514: Section 2.3.3 - Please provide further details surrounding the reasons the agency staff use the CRM.

Response: DHS needs to be able to log their own inquiries that are received outside of the customer service center and be able to update progress on cases and disposition of the assigned work orders.

Question 515: Section 2.3.3 - Does the addition of agency staff create a need for document repository within the CRM, as well as scanning and index capabilities?

Response: No.

Question 516: Section 2.3.3 - If the CRM will need to create a document repository, please identify the type of documents that will need to be stored in the CRM.

Response: The CRM will need to store PDF and word documents.

Question 517: Are there any existing APIs available across IT systems for integration requirements?

Response: There are no existing API's that can be re-used.

Question 518: How are outbound calls initiated?

Response: This question was before Amendment 5 and may not apply. Offerors will need to propose this functionality.

Question 519: How many hours does the agency project it will take to train agents?

Response: The Offeror will need to propose the training of agents for the Call Center per Section 2.3.9. The initial training referenced in Section 2.2.3. on our policies, procedures, programs and systems is estimated at about 3 weeks.

Question 520: The pricing sheet provided (Attachment B) does not show a separate line item for physical mailings, although there are spaces for email and chat options in

the Task Order tab. Is the cost for physical mailings meant to be included in the per call rate?

Response: Please do not include in the per call rate. Please use the document fulfillment rates.

Question 521: Appendix 5 DHS IT Systems How does the Contractor connect to each system?

Response: The technology solution will not need to integrate with all systems listed in Appendix 5, but will need to integrate with E&E, CSMS and CJAMS via API.

Question 522: Appendix 5 DHS IT Systems If the Contractor configures the IVRS, are integrations required to each of DHS' systems or only the CRM?

Response: This question is before Amendment 5, but the technology solution will need to integrate with E&E, CSMS and CJAMS.

Question 523: Section 2.3.18-E Since DHS is furnishing the ACD, IVRS and CRM, please clarify what systems that the vendor user help desk is to support?

Response: Please see Amendment 5. This question may no longer be relevant.

Question 524: Section 2.3.18.2-A Because DHS will be providing the ACD, IVR and CRM technical solutions, please define further what applications and database servers require the contractor to back up?

Response: Please see Amendment 5. This question may no longer be relevant.

Question 525: Section 2.3.18 Please define the systems you are requiring the contractor to support. Are you wanting the new contractor to provide support for your CRM and ACD/IVRS systems?

Response: Please see Amendment 5. This question may no longer be relevant.

Question 526: Section 2.3.18.1 Please define the systems that you require the contractor to support.

Response: Please see Amendment 5. This question may no longer be relevant.