



**Questions/Responses #2  
Call/Contact Center Services  
RFP Project #060Bo400003  
January 21, 2010**

Ladies and Gentlemen:

The following questions for the above referenced RFP were received by e-mail and are answered and posted for all prospective Offerors. The statements and interpretations contained in the following responses to questions are not binding to the State unless the RFP is expressly amended. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the Offeror asking the question.

23. Question: As requested in the pre-proposal conference, please provide copies of the Call Detail Reports for the FY 2009 (these are a required deliverable of the current contract, and not proprietary)

**Response: Will be posted to web sites January 25**

24. Question: Will the product knowledge and referral resource training of the Call Center Information Specialists (operators) take place in Annapolis or at the call center's location?

**Response: Mutually agreed best location or via electronic means**

- a. What is the length of the training (number of days)  
**- one**
- b. If contractor Information Specialists are required to travel for training, will the travel costs be reimbursed as an Other Direct Cost (ODC?)  
**NO**
- c. Will the training be a type of "train-the-trainer" session where contractor supervisors take the initial training and then train contractor staff? (this provides a more efficient form of training)  
**Most efficient way, mutually agreed**
- d. Is any training available online for contractor staff to review "tutorials"?  
**There is no training online for contractor staff to review.**

25. Question: Is there a "space requirement" for storage of printed materials for the fulfillment tasks?

**Response: Minimal, maybe the space of one file cabinet**

26. Question: One of the DHMH requirements of the CSRs is to Maintain Registries for 3 waivers by collecting information regarding the caller, including their social security number. Please confirm that the CSRs will be logging into a State-wide secure server that will host this proprietary information. If the

SSNs are not logged into a secure State-wide server, please provide the level of security required by the contractor to host proprietary data (SSNs).

**Response: The CSRs are not logging into a state-wide secure server; please see RFP Section 2.2.2 <http://doit.maryland.gov/support/Pages/SecurityPolicies.aspx>**

27. Question: Please provide a copy of the: 1) Verification Letter; 2) Initial Application Letter; and 3) Second Application Letter.

**Response: Not available at this time.**

28. Question: For pricing purposes, what is the average weight of:  
1) envelope and Verification Letter;  
2) envelope and Initial Application Letter; and  
3) envelope and Second Application Letter?

**Response: We do not have an average weight of the envelope and letters. The application package is 5-6 pages and must be mailed in a manila envelope.**

29. Question: Please provide the number of letters that are mailed out to requesters as a result of each registry purge.

**Response: fulfillment in groups of 500, registry purged once every three months, see also DHMH Attachment**

30. Question: For DBM/DoIT, how many calls are routed to the incumbent's call center as a result of "overflow" from CCU? Are contractor personnel responsible for processing payment/disputes of citizens' debt(s)?

**Response: The outsourced call center is only transferring calls back to CCU. Over an 8 week period between July and September, CCU sends out approximately 900,000 collection letters. A portion is sent out every two weeks. Callers will often call another State toll free number because they are not answered on the CCU number. The call center then transfers the caller back to CCU. Therefore, the call center can experience a drastic increase in call volume. No, the contractor 's personnel is not responsible for processing payment/disputes.**

31. Question: In section 2.3 Role, Function and Responsibility – Contractor, the third bullet down: please describe what the contractor would be responsible for under: "Service or product information dissemination."

**Response: Service or product information dissemination is dependent upon the statement of work prepared by the agency.**

32. In section 2.3 Role, Function and Responsibility – Contractor, the fourth bullet down: please describe what the contractor would be responsible for under: “Scripted information dissemination.”

**Response: Scripted information dissemination is dependent upon the agency’s statement of work.**

33. Question: In section 2.3 Role, Function and Responsibility – Contractor, the ninth bullet down: “voice mail” What is the average length of the voice mail message and the voice mails left by callers? And how many different voice mail boxes are required?

**Response: This information is not available. The Contractor must be prepared for any additional future agencies requirements.**

34. Question: In section 2.3 Role, Function and Responsibility – Contractor, the eleventh bullet down: “IVR” What is the average length of the IVR message and the responses left by callers? And how many different IVR messages are required? And what is the average length of time to transcribe the messages? Are there different language requirements for the IVR messages, if so, what are they?

**Response: Please see previously issued scripts. The languages are English and Spanish, see RFP Section 2.3.**

35. Questions: In section 2.3 Role, Function and Responsibility – Contractor, the 12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup> bullet down: “email, fax and web chat,” respectively. How many emails, faxes and web chats are handled in a day / hour? These services are not included on the pricing matrix and we are not allowed to manipulate the pricing matrix. How are we to price these services?

**Response: There is no need for these services under the new contract. They will be amended out by Amendment #3.**

36. Question: In section 2.3 Role, Function and Responsibility – Contractor, the 15<sup>th</sup> bullet down: “overflow” What is the ramp up time required? How much advance notice would the call center receive? Can you provide the number of calls received in overflow mode?

**Response: Please see question and response # 30 for information about the overflow/spillover from the Central Collections Unit . Contractor must anticipate accommodating future services that may be requested.**

37. Question: In section 2.3 Role, Function and Responsibility – Contractor, the 16<sup>th</sup> bullet down: “handling of surveys and questionnaires” This service is not included on the pricing matrix and we are not allowed to manipulate the pricing matrix. How are we to price these services? How often will an outbound campaign occur during the year? Are these follow up calls or something more complex such as customer satisfaction surveys?

**Response: There is no need for these services under the new contract. They will be amended out by Amendment #3.**

38. Question: Training: How will training be invoiced? If not billable, how long is each agency's training?

**Response: Training is not a separately billable item; maximum training for DHCD and DHMH only is one day each – no training required for other agencies..**

39. Questions pertaining to Mailings

1. Size of envelope – flat or letter or oversized letter?

**Standard business envelope and full page manila**

**Containing full page 10 page Medicaid application packet : letter/info sheet/ (HR)as provided to Contractor. All envelopes are provided, 10,000 envelopes maximum per year**

2. Would you prefer labels or inkjet? **labels**

3. Do the envelopes have windows or do they just need labels? **labels**

4. What class are they to be shipped – first class or priority mail? **First class**

5. On average, how many pieces of mail are handled each day? **see DHMH Attachment .**

40. Question: Will the insurance requirement be amended to better reflect the call center industry?

**Response: No, our standard requirement verbiage will remain as is**