



**Questions/Responses #1
Toll Free Services
RFP Project #060B9800046
March 5 , 2009**

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 who received the RFP. The statements and interpretations contained in the following responses to questions are not binding on 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.

1. Question: In order to accurately provide pricing for Toll Free services, we need to have the volume of calling. Would you please provide us with the volume of calling over the last several years in the form of minutes of calling (this will be in the millions of minutes)? Also it would be beneficial to break it down into Intra State and Inter State. Additionally a further breakdown into what is termed "dedicated" or "switched" termination would be very welcome.

Response: Please see attached history from the current Toll Free providers.

2. Question: In its current form, there is no place to price Toll Free minutes in Attachment E, the pricing models.

Response: Toll Free minutes will be added to Attachment E through Amendment #2. Attachment E should be completed for each component as required. The pricing for each required component should come from the State Catalogue Pricing (SCP) provided by each offeror with Attachment E.

3. Question: Traditionally the Toll Free Services RFP for the State of Maryland only provides what we term "transport" services. Specifically transporting telephone calls designated 8xx (800, 888, 877, etc) to their final destination. As previously stated, the final termination can be switched or dedicated. Traditional Toll Free Service does not require any labor rates. How does this RFP for call center services differ from Maryland's existing call center contract which expires October 31, 2009?

Response: The existing call center contract encompasses 90% call center services with the balance being IVR services.

4. Question: Can the State provide the exact locations of required dedicated T-1s including the full mailing address and NPA/NXX.



Response: Please see the attached history from the current Toll Free providers.

5. Question: Are there existing Toll Free numbers that need to be ported or are you looking to also purchase new numbers?

Response: If possible, it is the desire of the State to port existing Toll Free numbers. In addition, as the need arises, new numbers will be purchased under the replacement contract.

6. Question: How many Toll Free numbers are you looking to port or acquire?

Response: 880 Toll Free numbers will need to be ported under the replacement contract.

7. Question: Are these integrating with a traditional phone system or a VoIP PBX?

Response: Not at this time.

8. Question: Section 3.4.1 "The due date promised shall be no more than 3 business days from the placing of the order by the State." Can the State clarify if this pertains to change orders only or circumstances like provisioning/adding a new number?

Response: Adding a new number. If the contractor is unable to complete the work within the required time, then the contractor shall provide in writing a justification and the proposed resolution and/or expected completion date.

9. Question: Attachment E "Each location will have five (5) agents each that are provided by the Toll Free Services contractor. A supervisor will also be required." Can the State confirm that one (1) supervisor is required to supervise agent's at all three (3) locations, or does it mean that a supervisor is required at each of the three locations?

Response: One supervisor for each location to supervise the five agents at each location.

10. Question: For the labor categories in Attachment E:

What are the required skill set/education requirements for both the supervisor and the agents?

Will the agents be answering calls on behalf of all state entities with Toll Free numbers?

Will the agents have face to face contact with citizens or via telephone only?



What are the requirements on backfilling the position if an agent's employment is terminated by the contractor or if they resign? i.e., must be replaced within two (2) weeks, etc.

What are the Agent work requirements?

Calls per hour

Call types

Work hours (M-F) (shift) (weekends)

Overtime required

Are calls monitored?

Quality standards

What are the Supervisor's duties and hours?

Quality monitoring

Coaching and development

Reporting

Performance reviews

Termination

Travel between sites

Response: Pricing in Attachment E for the Agents and Supervisors should be the proposed base rate that the Contractor would charge for each of these positions if assigned to work at a State location. Attachment E represents three possible scenarios developed to provide pricing for evaluative purposes only. The information requested above concerning the positions is unknown at this time. Once the contract is in place, the Contractor will charge for the positions based on the requirements of the services for each need according to the rates in the Contractor's SCP.

The rates proposed shall be fully loaded defined as the inclusion in labor category billing rates of all profit, direct and indirect costs associated with performing services required under the contract. The indirect costs shall include all costs that would normally be considered general and administrative costs and/or routine travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to the contract.

11. Question: Section 3.3.3 "Network Voicemail – Information center mailboxes that provide enhanced voice processing and call processing services." Can the State confirm that this is referring to the ability for the State to update and customize announcements, not the ability for customers/citizens to leave voicemail messages which would likely be handled by the State's CPE.

Response: The State is requiring basic voicemail services.

12. Question: What are the anticipated minutes of use for Switched and Dedicated services?



Response: Please see attached history from the current Toll Free providers.

13. Question: RFP Section 3.1 Purpose and Background, could the State provide an updated copy of the current contractors' inventories to include:

- Intra State and Inter State breakdown
- Dedicated and Switched service breakdown
- Inventory of all other services provided under the current Toll Free Services contract (to include Enhanced Call Routing arrangements, Network ACD, Voice Portal, Inbound Contact Center Manager, IVR, and any other Toll Free or Enhanced Service)

Response: Please see attached history from the current Toll Free providers.

14. RFP Section 4.4.8, Problem Reporting and Coordination Procedures, Would the State please clarify if it is applicable for Offerors to submit written coordination procedures for equipment repair services when there is no requirement in the RFP for such services?

Response: This requirement has been removed from the RFP; please see RFP Amendment #1 issued March 4th.

15. Question: RFP Section 3.2.9, General Requirements (T1/DS1 Facilities); to provide T1/DS1 facilities at no charge to the State, the Contractor will have to absorb the cost. Would the State please consider the following parameters?

To receive Dedicated T1/DS1 facilities at no charge to the State, the Contractor Call Center Location(s) must:

- be within the Geographic boundaries of the State of Maryland.
- receive up to a maximum of 10 T1/DS1 facilities.
- be within an on-net NPA/NXX.

Response: The outsourced call center is currently located at 1 Technology Drive, Frostburg, MD 21532. The expectation is that any future outsourced call center will also be located within the geographic boundaries of the State of Maryland. Currently, less than 6 T1's meet the State's requirements. It is expected that a future outsourced call center contract will require less than the current 6. The InfoSpherix Call center located in Frostburg's NPA/NXX is 301-687.

16. Question: RFP Section 3.2.10, General Requirements, Geographic Boundaries; could the State please clarify that dedicated (or facilities based) services are to be provided to locations within the State of Maryland, and that inbound Toll Free Services are to support call origination from within the State of MD, within the Domestic U.S., and world wide?



Response: The outsourced call center is located at 1 Technology Drive, Frostburg, MD 21532. Any future call center location is expected to be within the geographic boundaries of the State of Maryland. The vast majority of the inbound calls originate within the State of Maryland. Inbound calls also originate within the U.S. We are not aware of any past inbound world wide calls.