



Wes Moore, Governor · Aruna Miller, Lt. Governor · Atif Chaudhry, Secretary

Amendment #8

**Request for Proposals (RFP)
SW Call/Contact Center Services
RFP # 001B3600088**

June 12, 2024

Ladies/Gentlemen:

The following Amendment is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. The following changes/additions are listed below; new language has been double underlined and marked in red bold (i.e., **new language**) and language deleted has been marked with a strikeout (i.e., ~~word~~).

1. Revision to the Proposal Due Date and Time on the Key Information Sheet follows:

Proposals Due Date and Time:	07/01/2024 <u>07/15/2024</u> at 2:00 PM Local Time
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2. Revision to §Section 2.1.2 to read as follows:

The Contracts resulting from this RFP will provide Recipient Agencies the ability to obtain services to include live operator and Interactive Voice Response (IVR), for receiving and responding to inquiries via telephone. In addition, services include responses to inquiries received by electronic mail using various accounts, ~~and U.S. mail~~. Additionally, a tracking reporting system is required to provide reports on the types and number of Customer contacts received and resolved on behalf of each Recipient Agency. **The Department intends to make a single award as a result of this RFP.**

3. Removed Section §2.2.1.2(C) in its entirety.

~~C. Help to develop scripts through knowledge transfer with Recipient Agencies.~~

4. Removed Section §2.3.10(D, 1 & 2 (a-b)) in its entirety.

~~D. Virtual Staffing Option:~~

- ~~1) At the sole discretion of each Recipient Agency, the Contractor may provide some services as required in this RFP virtually, allowing CSRs to work from approved remote locations within the United States.~~

- 2) ~~If Recipient Agencies permit the Contractor to exercise the Virtual Staffing Option, in addition to sections A-C above, the Contractor shall:~~
- a) ~~Provide real time access to CSR staff to monitor the CSC activity, such as, number of calls in queue, wait time, availability of CSRs, number of active supervisors, etc.~~
 - b) ~~Ensure there are sufficient controls in place to manage CSC staff, including support for CSC staff.~~
5. Removed Section §2.6.1(C) in its entirety.
- C. ~~Monthly Charges: for purposes of SLA credit calculation, Monthly Charges are defined as the charges set forth in Attachment B, Financial Proposal Form, invoiced during the month of the breach for the monthly fixed services.~~
- 6. Revision to Section 5.3.2(A) Claim of Confidentiality (if applicable Submit under TAB A-1) to read as follows:

Any information which is claimed to be confidential and/or proprietary information should be identified by page and section number and placed after the **Table of Contents Title Page and before the Table of Contents** in the Technical Proposal, and if applicable, separately in the Financial Proposal. An explanation for each claim of confidentiality shall be included (see **Section 4.8 “Public Information Act Notice”**). The entire Proposal cannot be given a blanket confidentiality designation - any confidentiality designation must apply to specific sections, pages, or portions of pages of the Proposal and an explanation for each claim shall be included.
 - 7. Revision to Section 2.6.8 Service Level Measurement Table (System Performance) #10 to read as follows: ~~99.5%~~ **>99.5%**.
 - 8. Revision to Section 3.15(G) to read as follows:

Once the Contract has been awarded, notice to proceed will be issued. In order for work to commence, all work orders will be approved by the Contract Monitor.
~~Performance of services under a Work Order shall commence consistent with an NTP issued by the Contract Monitor for such Work Order.~~
 - 9. Revision to Section 2.2.1.1(D) to read as follows:

Ensure the call center’s monthly abandonment call rate does not exceed ~~540%~~, i.e., 90% of all incoming calls to be answered for the month
 - 10. Revision to Section 2.2.11(G) to read as follows:

Ensure a response time for customer ~~calls~~ **calls** ~~emails~~ to be less than 5 minutes.
 - 11. Revision to Section 2.5.1 to read as follows:

Chatbots and Digital Assistant (Fixed Price/~~T&M~~).

12. Revision to Attachment B Price Proposal to read as follows:

YEAR 1 - YEAR 5

Item		Unit Price - A Year 1 - Year 5	Estimated <u>Annual</u> Volume
INITIAL SETUP *		\$ -	12
<i>*Estimated number of programs to be set up during the Transition In Period.</i>			
INITIAL SETUP **		\$ -	10
<i>**Estimated number of additional programs to be set up over the remaining 5-year base contract term.</i>			
PROGRAMMING CHARGES		\$ -	4
CSR CALL/CONTACT TIME		\$ -	<u>11,500</u>
CSR CALL/CONTACT TIME			310,000
EXTENDED HOURS		\$ -	<u>5,750</u>
EXTENDED HOURS			155,000
AUTOMATED SERVICES		\$ -	750
PRINTING		\$ -	500
PHOTOCOPYING		\$ -	10,000
MATERIALS STORAGE		\$ -	240
BROCHURE MAILING		\$ -	5,000

OPTION YEAR 1 - OPTION YEAR 2

Item		Unit Price - B [Yrs. 6 & 7]	Estimated <u>Annual</u> Volume
INITIAL SETUP ***		\$ -	5
<i>***Estimated number of programs to be set up during the 2-year option period.</i>			
PROGRAMMING CHARGES		\$ -	4
CSR CALL/CONTACT TIME		\$ -	<u>5,750</u>
			155,000
EXTENDED HOURS		\$ -	<u>2,875</u>
EXTENDED HOURS			77,500
AUTOMATED SERVICES		\$ -	375
PRINTING		\$ -	250
PHOTOCOPYING		\$ -	5,000
MATERIALS STORAGE		\$ -	120
BROCHURE MAILING		\$ -	2,500

13. Removed §2.3.11, paragraph one (1) in its entirety.

~~By responding to this RFP and accepting a Contract award, the Offeror specifically agrees that for any software, hardware or hosting service that it proposes, the State will have the right to purchase such item(s) from another source, instead of from the selected Offeror.~~

14. Revision to 2.3.7(A) to read as follows:

Recipient Agencies will provide all relevant forms, packets, etc. to the Contractor.

Contractor will ~~Generate (if needed) and~~ mail general forms, packets, applications, direct deposit forms, cash pay forms, payment summaries, informational brochures and any other forms requested by the Customer no later than two (2) Business Days after receipt of the request. ~~Recipient Agencies will provide all relevant forms, packets, etc. to the Contractor.~~

Date Issued: June 12, 2024

By: Ansonia Saunders
Procurement Officer