



**Questions/Responses #1
Call/Contact Center Services
RFP Project #060Bo400003
January 14, 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.

1. Question: We ask that you lift the requirement that the Call Center be physically located within a 150 mile radius of Baltimore.

Response: Please see Amendment #1: restriction has been lifted

2. Question: Could you provide sample IVR scripts/decision trees for each agency?

**Response: I suggest you call the toll-free numbers listed in Attachment G.
See also script samples attached**

3. Question: Please provide information on the part of the existing contract which includes the agencies which will be participating in this contract.

Response: Please see RFP Section 2.1

4. Question: How long a transition period is acceptable if DHR is not involved?

Response: Offeror is to propose transition plan.

5. Question: What is the end date of the existing contract?

Response: The current contract expires May 31, 2010, with a six month renewal option.

6. Question: Can you provide any existing call, IVR and/or fulfillment statistics (peak periods, volume, etc.) for 2008/2009?

Response: Those statistics are rolled into the pricing model (units). There are no peak volume periods per se.

7. Question: Can you provide the link the previous/original solicitation which resulted in the current contract held by the incumbent?

Response: <http://doit.maryland.gov/contracts/Pages/ContractLibraryCallCenter.aspx>

8. Question: Was the *HOPE Hotline* and *Housing Reconnect* number included in the previous solicitation?

Response: No, it was added by contract modification

9. Question: What is the projected *annual* value of this solicitation?

Response: estimated at \$500,000

10. Question: What was the value of the original contract award to the incumbent?

Response: See BPW Agenda Item, same web address as above

- a. Were any tasks or modifications added to the original contract which resulted in an increase to the original contract amount? - **NO**

11. Question: Is English the only language in which CSRs/agents be fluent?

Response: see Section 2.3 of the RFP

12. Question: Is the successful contractor responsible for procuring the “800” numbers?

Response: No

13. Question: Are current CSRs/agents dedicated to this contract?

Response: Irrelevant to this contract

14. Question: Are any of the current CSRs/agents “home-shored” or “working from home”

Response: Irrelevant. We are looking for the Offeror’s proposed solution.

15. Question: Please provide the following staffing Level of Effort (LOE):

- b. Number of Program Managers
- c. Number of Shift Managers
- d. Number of Trainers
- e. Number of Supervisors
- f. # of CSRs assigned to each dedicated phone number

Response: Irrelevant for this contract; Offeror to propose staffing

16. Question: Please provide the name of the DBE utilized by the incumbent and the tasks assigned to the DBE.

Response: Irrelevant to this contract

17. Question: Page 5, Table of Contents, Attachment D-5 refers to Attachment J, to be provided by request. Please provide a copy of this attachment.

Response: Incumbent uses PowerBuilder and .Net. The database is Oracle. Incumbent to provide the data to the new contractor in the format and media they require

For the Department of Housing and Community Development (DHCD), please provide clarification on the following:

Call Center Services/Hot Lines:

18. Question: Please clarify “general information provided” – what exactly is included in the general information.

Response: General information

19. Question: Please provide a copy of the script/Intake form for each of the following: More House 4 Less; Accessible Homes for Seniors Information Line; Home Owners Preserving Equity (HOPE) Hotline; Housing Reconnect Number

Response: Please call the toll-free numbers as provided to familiarize yourself with the subject.

20. Question: What is the time frame in which the Call Center is to return voice mail calls to perform the intake assessment and referral process?

Response: Offeror to propose

21. Question: If we are assembling a team can the sub provide all the past performance?

Response: See RFP Section 1.20. Subcontractor may provide past performance for its identified participating role/function only.

22. Question: Is it required that the prime does 51% of the work?

Response: There is no such requirement.

*****PLEASE NOTE - SECOND Q&A DOCUMENT TO FOLLOW*****