



**Question and Answer No. 1  
Request for Proposals (RFP)  
Central Collections Unit (CCU) Contact Center Solution  
Solicitation Number F50B6400027**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. 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 vendor.

1. Please extend the proposal due date by two (2) weeks to provide contractors sufficient time to incorporate the answers to questions into their proposal responses.

**RESPONSE: Please see Amendment #2.**

2. Does the State have a VoIP ready enterprise LAN and WAN? Is Quality of Services (QoS) enabled on the State's enterprise LAN and WAN? Does the State enterprise LAN support power over Ethernet (PoE)? Will the State increase the bandwidth on the LAN and/or WAN as required to support voice traffic for the CCU Contact Center Solution?

**RESPONSE: In response to all four questions, all IP services required for VoIP features will be available.**

3. Are contractors allowed to utilize the State's enterprise LAN/WAN to interconnect the primary site and satellite offices? How are the State's primary site and satellite offices currently interconnected (e.g., MPLS, point-to-point circuits)?

**RESPONSE: The State is requesting that the Offerors propose a solution that includes pricing for two (2) hand-off points (not owned by the State) which include:**

- 1) Tierpoint Data Center, Baltimore, MD
- 2) Equinix Data Center, Ashburn, MD

**These two access points shall be via MPLS/Ethernet access. Offerors shall propose the bandwidth, port requirements, and service features required. The Contractor shall be responsible for the cost and management of the MPLS connection to the handoff point. After award, the State reserves the right to leverage possible existing services already owned by the State to reduce the costs to the State.**

4. Are Contractors allowed to utilize the State's existing Internet circuit(s) for VPN access to the vendor-hosted CCU Contact Center Solution? Are the State's Internet connections diverse in terms of multiple "last mile" paths to the carrier's network? Do the primary site and satellite offices have separate Internet circuits? Will the State increase the bandwidth on the Internet circuits as required to support voice traffic for the CCU Contact Center Solution?

**RESPONSE: The circuits to be proposed by the Offeror should be MPLS/Ethernet Access instead of Internet; please refer to the Response to Question #3.**

5. Will the State provide the toll free number(s) and long distance service?

**RESPONSE: No. The Contractor shall provide the toll free numbers and long distance service.**

6. Is the contractor required to provide the SIP circuit(s) to access the PSTN? Should the SIP circuits be terminated at the contractor's hosting facility or at the State's headquarters facility? Can the contractor utilize any telecommunications carrier for the SIP circuits?

**RESPONSE: The Contractor shall provide all PSTN access.**

7. Are there any mandatory technical requirements (e.g., PCI compliance) that the contractor must meet to be considered a viable bidder?

**RESPONSE: RFP Section 2 details the Offeror Minimum Qualifications and Contractor Preferred Qualifications. Please refer to Amendment #2 for the revisions to Section 2.1 – Offeror Minimum Qualifications and to Section 2.3 - Contractor Preferred Qualifications.**

8. Does the State require screen recording (in addition to call recording)?

**RESPONSE: At this time, screen recording is not a system requirement. The State reserves the right to add screen recording at a later date.**

9. Will the State accept invoices from a subcontractor as well as the prime contractor?

**RESPONSE: No, the State will not accept invoices from a subcontractor.**

10. Section 3.3.6.1 "State-based components of the proposed solution must be located in an established State data center and comply with all State data center access and security requirements." Are contractors allowed to install networking devices (e.g., VoIP gateway) at the primary and/or satellite offices?

**RESPONSE: The location for installation of any State-based component will be determined during the "Solution Design" phase of the RFP; Deliverable Number 3.9.4.6.**

11. Section 3.3.6.2. Are contractors allowed to install "thick" client software on the PC workstations (as opposed to web-based thin client software)?

**RESPONSE: Yes, however the State prefers thin client software.**

12. Section 3.3.8 Custom Software. Does the State's requirement to "avoid and/or limit custom software" exclude the DM Integration with IVR and IPD (Section 3.3.13.13) and the IVR integration with the payment processor (Section 3.3.13.17)?

**RESPONSE: The State prefers the Contractor to avoid or limit Custom Software per Section 3.3.8 of the RFP but you may use it where needed for your solution.**

13. We would like to schedule the reading room during the week of March 21st since the proposal is due on April 6, 2016. If we are unable to access the reading room, we respectfully request an extension to the April 6th due date since it will affect our prices.

**RESPONSE: Contact the Procurement Officer to schedule the reading room. Regarding the extension for the Proposal Due Date, refer to the Response to Question #1.**

14. During the Pre-proposal conference, a short discussion was provided regarding the State's voice and data network and future plans by the State to upgrade the network. Can DoIT please elaborate on the future voice and data network? Can the State provide more detailed network diagrams and specifications of the network to which the Contractor must connect, including security protocols?

**RESPONSE: Please refer to the Responses to Question #2 and Question #3 for additional information on the State's network.**

15. DoIT had indicated that the Contractor will be required to connect to a MPLS circuit. Please provide more details on the location and specifications of this connection. Will the Contractor required to pay for the telecommunication circuit from its infrastructure to this connection? Which carrier is the State currently using to supply this MPLS circuit and other circuits?

**RESPONSE: Refer to the Response to Question #3, the State expects the Offeror to recommend the connection specification as part of the solution.**

16. While CCU currently does not make significant outbound calls, will CCU anticipates all 40 employees to be able to make outbound calls? Will any of the satellite offices and non-ACD agents be making outbound calls in the future? What is the expected number of inbound and outbound agents in the future when the modernization is completed? Is the CCU planning to increase its staffing during the term of the contract? If so, how many additional CCU staff members will require access to the solution?

**RESPONSE: The CCU's 140 employees must be able to make outbound calls, including satellite offices and non-ACD agents (Refer to Table 2, page 47 of the RFP). When the CCU Modernization Project effort is complete, the expected number of inbound and outbound Agents is 25. The total number of CCU staff members that will require access to the solution is 140 CCU staff members plus 25 State testers (Refer to Section 3.3.13.4 of the RFP).**

17. What types of outbound collection campaign is CCU planning? Can the State provide some examples on the length of calls for these outbound campaigns?

**RESPONSE: The outbound collection campaign will be determined during the “Solution Design” phase of the RFP; Deliverable Number 3.9.4.6.**

18. How many supervisor consoles or ACD Supervisors are required? Is there any Workforce Management System (WFM) that the solution must interface?

**RESPONSE: The CCU requires a system capacity to support a minimum of 15 ACD Supervisor positions. No, there is no Workforce Management System to which the solution must interface.**

19. When is the DCIS expected to go live? Prior to DCIS live operation, will the Contractor expect to interface with the existing RPCS (Columbia's RevQ) system? How long will this interface be in existence while DCIS is being implemented? Will the State require DCIS and RPCS to run parallel during the transition period or will it be a one-time conversion?

**RESPONSE: The CCU Contact Center Solution will not need to interface with RPCS. The CCU Contact Center Solution will interface with the DCIS production ready environment during the CCU Modernization project test phase and operations and maintenance. The DCIS planned Go-Live date is August 2017.**

20. Will DoIT provide specifications on user authentication for single sign-on of the telephone system with DCIS? Will there be any interface requirements with State's enterprise system such as Outlook for user authentication, user addition and user deletion?

**RESPONSE: Single sign-on is not a requirement for the CCU Contact Center Solution at this time.**

21. May a bidder offer optional additional services as part of the submission that the bidder believes would benefit the State not explicitly called out in the RFP? The additional services would be at the States option to choose to be included or excluded as part of the managed services and would be priced separately so the state knows what the optional services would add to the base required managed services.

**RESPONSE: The State is not accepting proposals for optional additional services at this time.**

22. Does the States contract with FICO implementation of Debt Manager 9 include the professional services needed to help with the integration of the IVR and Dialer into Debt Manager 9, or those is it the bidders responsibility to work directly with FICO and include any costs associated with the integration to the bid?

**RESPONSE: It is the Offeror's responsibility to work directly with FICO and include any costs associated with the integration in the proposed price.**

23. Is it the intention of DOIT to have the responding vendor provide the dialer and algorithms for the integration with FICO, or will DOIT be providing the Dialer and expecting the vendor to integrate via a third party application?

**RESPONSE: Offerors must propose the Integrative Predictive Dialer (IPD) as part of the CCU Contact Center Solution. Refer to the RFP, Summary Statement, Section 1.1.1.**

24. Would the State identify the Point-of-Presence locations where it is willing to accept telecom circuit handoffs for voice and data necessary to operate the system?

**RESPONSE: Please refer to the Response to Question #3.**

25. Would the State provide up to 8u of rack space and power (in a POP identified above) to host telephony servers required for an ONSITE system?

**RESPONSE: The State requires a cloud based solution. Refer to RFP, Summary Statement, Section 1.1.1.**

26. Would the State provide its VMWare resources to host virtual telephony servers to support the hosted system? [4-ESXi] [NOTE: If either 25 or 26 are affirmative, this would eliminate reliance on, and expense of, telecom circuits connecting to a remote hosted call center].

**RESPONSE: Please refer to the Response to Question #25.**

27. Do the pricing tables calculate the properly? [We understand TABLE C - LABOR RATE SCHEDULE - Consulting Services should calculate average annual rate x 10,000 hours. It appears to be 100,000 hours] [TABLE A summary calculation may not be accurate].

**RESPONSE: Table C – Labor Rates in the Price Sheet do calculate correctly; 10,000 hours are used as the estimated hours over the term of the contract. Refer to Amendment #2, Item #4 for a complete replacement of the Price Sheet to correct an error in Table D – Summary Charges.**

28. How many telephone numbers (Main, DIDs and 8xx) does the State anticipate would need to be ported (LNP/RESPORG) to the proposed Call Center platform?

**RESPONSE: The Contractor shall provide one Main, two Toll-Free, and 200 Direct Inbound Dial (DID) telephone numbers.**

29. Does the State anticipate paying cash for One-time charges and monthly rental for the hosted telephone system?

**RESPONSE: Attachment F - Price Sheet - Table B - Non-Recurring Charges outlines the one-time payments that will be made to the contractor as deliverables are met; Attachment F - Price Sheet - Table A - Monthly Recurring Charges will be paid as a monthly fee for services. All payments will be electronic (see Section 1.3 - Payments by Electronic Funds Transfer).**

30. Is compliance with FIPS-140-2 [3.4.7.2.(5)] mandatory, and would a vendor whose system is not presently FIPS compliant be disqualified from consideration?

**RESPONSE: Compliance with FIPS-140-2 is mandatory. Refer to Section 3.3.13.13 #A.1 of the RFP, Note: Contractor shall utilize appropriate FIPS validated encryption for any of these interface connections. Also, refer to Section 3.4.7.2, #5, of the RFP and Section R22.3, Encryption of Data at Rest, Attachment A, Contract in the RFP.**

**Offerors that meet the minimum qualifications identified in Section 2.1 will be evaluated. For Offerors that are not presently FIPS-140-2 compliant, compliance with FIPS-140-2 is a deliverable that must be met by the time we get to the CCU Contact Center Solution Set Up (Fixed Price) per section 3.3.13.13 #A.1 above. This deliverable is part of Section 3.9.4.8 of the RFP, Deploy IOC and Deliverable Number 3.9.4.8 on Attachment F, Price Sheet, Table B-Non-Recurring Charges.**

31. Can you tell me who the incumbent is for the CCU Contact Center?

**RESPONSE: The CCU does not operate a cloud based Contact Center Solution today. There is no incumbent.**

32. Please consider an extension of the due date for this solicitation. Please consider extending the due date to April 20, 2016.

**RESPONSE: Refer to the Response to Question #1.**

33. Is there any way we can get the documentation in a word document to work from? You have a bunch of forms that need to be completed, and are all piled together in one giant pdf. We need to be able to get the forms to separate them into individual documents so that we can address them, in addition to addressing the other information you are requesting. Can you advise and or facilitate?

**RESPONSE: The State will provide the RFP document in Word format on eMaryland Marketplace.**

34. Is this a completely open bid process? Different than the last time this was released IE that we would need to be a preferred vendor to be able to bid? Can you advise this is a full open RFP?

**RESPONSE: Yes, this is an open procurement process.**

35. Regarding the main document "RFP\_CCU\_Contact\_Center\_Solution.pdf", Section 3.2.8 and Section 3.2.17:

3.2.8 Lists that the CCU has a Collections Contact Center of approximately 25 people.

3.2.17 Notes that the CCU is planning to add a major new Creditor that will increase the volume of delinquent debts by 50 percent. For the number of Call Center seats asked for in the RFP (25), has this increase in the number of accounts been considered already to arrive at the 25 seat count for the call center?

**RESPONSE: No.**

36. Regarding the main document “RFP\_CCU\_Contact\_Center\_Solution.pdf”, Section 3.3.13.17 - IVR Integration with the Payment Processor >>> 3.3.13.17 >> A.4 >> Write code and/or configure scripts to transfer Callers to the Payment Processor API. Can you provide documentation regarding the API available from the Payment Processor?

**RESPONSE: The State does not have additional documentation to provide at this time.**

37. Regarding Attachment W, Technical Requirements, item 58. The requirements list a minimum of 25 IVR Concurrent Users. Does this requirement refer to ACD agents that might receive the calls from the IVR? And will these be in addition to the 10 IPD concurrent users listed in Item 60? (Is the total call center agent capacity 35 rather than 25?)

**RESPONSE: The requirement for a minimum of 25 concurrent IVR users (Attachment W - Requirements - Item #58 SW628) is different from the requirement for a minimum of 10 IPD concurrent users (Attachment W – Requirements - Capacity - SW6208). The current Call Center Agent capacity is 25. Based on a seasonal increase of call volume, the CCU Call Center may increase in size as needed. Offerors should propose for the State’s requested volumes.**

38. Regarding Attachment W, Technical Requirements, item 61 >>> The requirements list a minimum of 4 call recording ports to support 25 agents for collections operations. Is it the intention to record all calls, or to record only a random sampling of calls using the 4 available ports?

**RESPONSE: The State requests for 4 ports to record calls for compliance and training purposes.**

39. Regarding Attachment W, Technical Requirements, IP Phones  
With respect to the IP Phones, what is the exact number of Economy and Admin phones that should be provide?

**RESPONSE: Offerors should propose the price for both Economy and Admin phones. The exact number will be determined at a later time.**

40. Regarding Attachment W, Technical Requirements, IP-PBX >>> IP-PBX SW6135 >> The IP-PBX shall provide data integration linking. Please provide additional information on what type of data linking or which system you will be linking to. What is the expected functionality?

**RESPONSE: Data integration linking refers to the integration with Debt Manager.**

41. Regarding Attachment W, Technical Requirements, IP-PBX >>> IP-PBX SW6147 >> The IP-PBX shall provide strong cryptography. Please elaborate on this requirement.

**RESPONSE: Refer to the Response to Question #30.**

42. Regarding Attachment W, Technical Requirements, Reports >>> Reports SW6232 >> The CCU Contact Center Solution management and reporting shall forecast future Call Center staffing requirements by analyzing call volume patterns. This function is usually provided by a Workforce

Management solution, which is not listed in scope of the RFP. Is Maryland CCU considering a WFM solution?

**RESPONSE: There is no requirement for a Workforce Management solution.**

43. Regarding Attachment F, Pricing Sheet

How would the State like for us to provide a fixed price contract for a Cloud system where there are variable charges based on usage (such as long distance)?

**RESPONSE: Per Attachment W – Requirements - IP-PBX - SW6137, the Offeror shall provide unlimited calling. Your MRC proposal should include unlimited Local and Long Distance Calling.**

44. For call recording, what is the retention period required for recordings?

**RESPONSE: The Call Monitoring and Recording system shall retain call recordings for 30 days. Also refer to Attachment W - Requirements - Call Monitoring and Recording - SW1880.**

45. For recordings, is recording limited to audio recording or is screen recording also required?

**RESPONSE: Refer to the Response to Question #8.**

46. Can the State provide a Sample "unattended dialer campaign" script?

**RESPONSE: "This is the State of Maryland Central Collection Unit. Our records indicate that you have an outstanding debt with the State. Press 1 to be transferred to the Interactive Voice Response (IVR) system to make a payment. Press 2 to leave a voice mail in the general mailbox."**

47. How is maintenance of hardware and software to be priced into the model?

**RESPONSE: The State requires a cloud-based service with Monthly Recurring Charges that include Maintenance and Support (see Attachment F - Price Sheet - Note 1 on Table A – Monthly Recurring Charges and Section 3.9.4.15 of Deliverables).**

48. Will remote access be required for ACD agents?

**RESPONSE: Yes, remote access will be required for ACD Agents. Refer to Attachment W – Requirements – ACD - SW1888.**

49. How many ports are required for queuing calls?

**RESPONSE: Refer to Table 3 - Preliminary Assumptions and Calculations on Voice Connections. As stated in Section 3.3.13.10 A of the RFP "The State has provided the minimum requirements for ports in use and concurrent calls (see Section 3.3.12.5 of the RFP). As part of the Solution Design, the Contractor shall size the CCU Contact Center Solution based on the Site Readiness Assessment."**



50. Will voice callback be required?

**RESPONSE: The State would like to add a new system requirement; this will be done via Amendment #3 to the RFP. The ACD shall allow Callers to receive a call back instead of waiting (on-hold) in an ACD queue for an Agent to become available.**

51. Are Call Recorder Ports for voice only?

**RESPONSE: Refer to the Response for Question #8.**

52. Under 3.3.13.10, the State requires the ability to "Forecast future Contact Center staffing requirements by analyzing call volume patterns." Does this mean that a "workforce management scheduling and forecasting" tool is required?

**RESPONSE: Refer to the Response to Question #42.**

53. For diagramming the IVR configuration as required in 3.3.13.14, are tools other than Microsoft Visio acceptable?

**RESPONSE: The State prefers Microsoft Visio, but we will accept other formats.**

54. The requirements speak to inbound voice and outbound voice channels. Will other channels be required to be supported including email, chat and collaboration?

**RESPONSE: Other channels to support email, chat and collaboration are not required at this time.**

55. Page 13 - IPD. What is the expected dialing ratio for your predictive dialing needs? 1:1, 2:1, 3:1 or higher?

**RESPONSE: The expected dialing ratio for the predictive dialer will be determined during the "Solution Design" phase of the RFP; Deliverable Number 3.9.4.6.**

56. Page 13 - DM. Is Integration to Debt Manager with screen pop required for (A) agent and also integration required for (B) the IVR?

**RESPONSE: Refer to Section 3.3.13.13 of the RFP.**

57. Page 47 >>> Table 2 and Table 3 >> Users of Contact Center. If there are 25 actual agents on the contact center software, how many supervisors are there?

**RESPONSE: Refer to the Response to Question #18.**

58. Page 54 >>> 3.3.13.14 C >> Does the CCU IVR needs to provide ability for payment processing or simply ability to transfer the caller to another existing IVR (the Merchant Services IVR) for payment processing?

**RESPONSE:** The CCU IVR needs to provide the ability for payment processing and also simply transfer the Caller to another existing IVR (the Merchant Services IVR) for payment processing. RFP Section 3.3.13.14.C states, “As part of this requirement, the Contractor shall configure the IVR to transfer Callers to the CCU’s existing Merchant Services IVR to make a payment.” Also refer to RFP Section 3.3.13.17 IVR Integration with the Payment Processor.

59. For pricing Table A - Monthly Recurring Charges:

a. Will the government support separate pricing elements for supervisors?

**RESPONSE:** No.

b. Is it the intent that all real-time reports, historical reports and dashboards be offered as part of the base call center pricing with no additional pricing?

**RESPONSE:** Yes.

c. Is it the intent that all routing be offered as part of the base call center pricing with no additional pricing?

**RESPONSE:** Yes.

d. Is it the intent that all IVR functionality be offered as part of the base call center pricing with no additional pricing?

**RESPONSE:** Yes.

e. Is it the intent that all channels including voice, chat and email be offered as part of the base call center pricing with no additional pricing?

**RESPONSE:** Yes.

60. For pricing Table B - Non-Recurring Charges (NRCs)

a. Will NRCs be allowed for additional agents?

**RESPONSE:** The State intends to pay for each Agent; see Attachment F – Price Sheet - Table A – Monthly Recurring Charges.

61. In Attachment W, Technical Requirements, Tab E, Items 253-259 refers to the use of the softphone client on different smartphones. Can you describe how you intend to use the softphones for the call center or non-ACD agents with the solution?

**RESPONSE:** The use of the Softphone client will be determined during the “Solution Design” phase of the RFP; Deliverable Number 3.9.4.6.

62. In general, do you have any more detailed inbound traffic volumes that were used to come up with the trunking requirements as depicted in Table 3 in the main document “RFP\_CCU\_Contact\_Center\_Solution.pdf”?

**RESPONSE:** For ACD calls, the CCU receives approximately 479,000 inbound calls per year; 21,000 outbound calls per year; 2,400 calls per day during peak season; and 1,200 calls per day during off-peak season. Peak season is from September through March. For non-ACD Agent traffic, the State does not have current traffic data.

63. When is this project scheduled to implement?

**RESPONSE:** Refer to RFP Section 3.3.13.2 which states “Certain functionality is critical to the CCU Modernization Project and is requested as soon as possible after award to match CCU Modernization Project timelines. To meet this critical need, the State will contemplate multiple separate deliveries of functionality for incremental Monthly Recurring Charges (MRC) charges. The minimum critical functionality includes the following capabilities: IP-PBX, ACD, IVR, and IVR integration with DM (see sections 3.3.13.12 – 3.3.13.14).” As stated in RFP Section 3.3.13.23.A.8, Target FOC Go-live date is August 2017.

64. What is the planned number of ACD Supervisors?

**RESPONSE:** Refer to the Response to Question #18.

65. Does the State plan to use any wallboards or displays for the ACD?

**RESPONSE:** No, the State does not plan to use wallboards or displays for the ACD.

66. Page 41 - Paragraph 3.2.12

a) Will the State continue to use the Bank of America IVR for payment, or will this process be migrated to the cloud solution?

**RESPONSE:** Refer to the Response to Question #58.

67. Page 47 - number of outbound campaigns the State plans to have.

a) How many separate call out campaigns will need to be configured?

b) How many call outs per campaign?

**RESPONSE:** Refer to RFP Section 3.3.13.15 IPD. The outbound campaigns will be determined during the “IPD” phase of the project

68. Page 47 -Paragraph 3.3.12.4

a) How many agent groups will the 25 agents makeup?

**RESPONSE:** The agent groups will be determined during the “Solution Design” phase of the RFP; Deliverable Number 3.9.4.6.

69. Page 47 - Paragraph 3.3.12.5

a) Are the 10 concurrent users for the IPD in addition to the 25 concurrent ACD agents?

**RESPONSE: Refer to the Response to Question #37.**

70. Will the Contact Center Agents require voicemail?

**RESPONSE: Yes.**

71. What is the expected queuing ratio for calls terminated to agents vs. calls in queue?

a) If not available, what is the typical expected queue time for callers?

**RESPONSE: The queuing ratio will be determined during the “Solution Design” phase of the RFP; Deliverable Number 3.9.4.6.**

72. What is the expected number of Skill Groups?

**RESPONSE: The Skill Groups will be determined during the “Solution Design” phase of the RFP; Deliverable Number 3.9.4.6.**

73. How many queues do you expect for this Contact Center application?

a) Can you provide a typical first or second announcement for each?

**RESPONSE: Refer to Attachment X of the RFP; CCU DRAFT IVR SCRIPT.**