**ATTACHMENT 3**

**REQUIRED BIDDER RESPONSES**

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| 1. | Describe your understanding of the business requirements, including reporting requirements. Describe your approach of how you will accomplish the business and reporting requirements. |
| Bidder’s Response: |
| 2. | Describe your site security and how you will maintain security for remote workers. Both physical and technology security. |
| Bidder’s Response: |
| 3. | Describe your language capabilities, including the percentage of call center staff who are bilingual in English and Spanish, and any other languages available. Describe how you will ensure that call center staff are able to communicate with individuals in multiple languages. |
| Bidder’s Response: |
| 4. | Describe your experience handling Personal Protected Information (PPI) and Health Insurance Portability and Accountability Act (HIPAA) information, including any HIPAA training that employees have previously received. If you are a covered entity under HIPAA, please provide the number of breach notifications you reported to Office of Civil Rights in the last 3 years. If you are a business associate under HIPAA, please provide the number of security incidents which required notifications to Office of Civil Rights for any covered entities for which you are a business associate in the last three (3) years. |
| Bidder’s Response: |
| 5. | Describe how you will securely print and mail documents. |
| Bidder’s Response: |
| 6. | Describe how you will ensure that any data resulting from services provided is properly secured according to the requirements in this RFP and is not used, accessed, or disseminated by any method or for any reason not authorized by DHHS. |
| Bidder’s Response: |
| 7. | Describe your ability to meet the facility requirements for the printing functions? |
| Bidder’s Response: |
| 8. | Describe your approach to workforce planning, including the speed, agility, and flexibility necessary to match your workforce to the fluctuating demand of this contract. Response should include a description of equipment provided to staff. |
| Bidder’s Response: |
| 9. | Describe your quality monitoring processes. |
| Bidder’s Response: |
| 10. | Describe your ability to meet the timelines established in this RFP for reporting and quality monitoring. |
| Bidder’s Response: |
| 11. | Describe your maximum call capacity and the timeframe required to increase call capacity. |
| Bidder’s Response: |
| 12. | Describe your capacity of in-house trainers and approach to on-boarding new call center staff to the project. |
| Bidder’s Response: |
| 13. | Describe your staff retention policies and the average employee length of service. |
| Bidder’s Response: |
| 14. | Describe your ability to meet the reporting requirements set forth in Section V.C.2. including ad hoc reporting capabilities. |
| Bidder’s Response: |
| 15. | Describe how DHHS staff will access your Automated Call Distribution (ACD) software to view real-time wait times and available call capacity. |
| Bidder’s Response: |
| 16. | Do you use an off the shelf Customer Relationship Management system, or one developed in house? If off the shelf, please specify the product and company. Please describe the capabilities of the Customer Relationship Management systems in use. |
| Bidder’s Response: |