

ADDENDUM TWO, QUESTIONS and ANSWERS				
Date:	November 15, 2022			
To:	All Bidders			
From:	René Botts, Procurement Contracts Officer Carrie DeFreece, Procurement Contracts Officer			
RE:	Addendum for Request for Proposal Number 113578 O3 to be opened December 6, 2022 at 2:00 p.m. Central Time			
Questions and Answers				
Following are the questions submitted and answers provided for the above-mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.				
Question Number	RFP Section Reference	RFP Page Number	Question	State Response
1			What was the previous spent on the contract?	To date the spend has been \$13,187,939.09.
2			Who is current incumbent on this contract and how long they have been serving? Who is the incumbent, and how long has the incumbent been providing the requested services?	NorthEnd Telservices and UST have been contracted since April of 2020.
3			What is the current budget on the contract?	The budget will be established for the new contract(s) once the RFP is completed.
4			How many temps are currently working on the existing contract, and will they all be transitioned to the new vendors?	DHHS has No ability to transfer a contractor's permanent or temporary employees to a new Contractor.
5			Is it multiple award?	Yes. This may be a multiple award.
6			Why has this bid been released at this time?	This bid has been released at this time to solicit the required services through the competitive Request for Proposal process.
7			Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	All preference information is contained in the Request for Proposal.
8			Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is No pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Bidders must provide pricing according to Attachment 4 - Cost Proposal Sheet. Proposals must include Attachment 4 as provided in order to be considered compliant and eligible for evaluation.
9			Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	The state has been satisfied with the services.
10			If this is a term contract subject to renewal, what is the term and the maximum number of option periods? This information was not provided in any of the procurement documents.	The term information is provided on page 1 of the RFP.
11			Has the current contract gone full term?	No.
12			Have all options to extend the current contract been exercised?	No.
13			To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	The location of the bidder's proposed location or headquarters must be compliant with the RFP requirements and within the United States.
14			How are fees currently being billed by any incumbent(s), by category, and at what rates?	The fees are being paid according to the current contracts. The current contracts are not reflective of this RFP.
15			What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	See Question 1.
16			Is previous experience with any specific customer information systems, phone systems, or software required?	No.
17			What is the minimum required total call capacity?	The minimum required total call capacity is 6000 calls per month.
18			What is the minimum simultaneous inbound call capacity?	the minimum simultaneous inbound call capacity is 1 call.
19			What is the maximum hold time?	These calls don't require any hold time.
20			What percentage of inbound calls must be answered by a live operator?	100% of calls must be answered by a live operator.
21			What percentage of calls must be resolved without a transfer, second call, or a return call?	No, less than 90% of calls must be resolved without a transfer, second call, or a return call.
22			What is the maximum percentage of calls that can be terminated by the caller without resolution?	No, more than 10% calls that can be terminated by the caller without resolution.
23			Is there a minimum or maximum number of operators and supervisors?	No, the Awarded Contractor will determine the number of operators and supervisors necessary to handle the volume.
24			What is the required degree of dedication for the call center?	There is no required degree of dedication for the call center, provided that the Awarded Contractor(s) meet all of the requirements stated in the RFP and provide the services required.
25			What is the required degree of dedication for the operators?	DHHS requires the assigned operators to work on the RFP product 100% of the time.
26			Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	The state has an IVR system that the client goes through before the calls are routed to a vendor.
27			What are the recording and storage requirements for non-phone communications?	There are no requirements for Awarded Contractor(s) to store any non-phone communication.
28			What information is to be included in call logs?	The information to be included in call logs can be found in the RFP under Section V.C.1.r.
29			What is the current number of seats for operators and supervisors at your existing call center?	Currently, 250 -275 people work on this line of work at multiple locations, 115 of those are contracted.
30			What is the current average wait time for phone calls?	The current average wait time is just under 5 minutes.
31			What is the current average after-call work time for operators?	Inbound calls Average Handle Time, including the call itself, is currently 14 minutes.
32			Over the past year, what is the percentage of calls received in English versus non-English?	Over the past year, approximately 9% of the total offered calls were non-English.
33			Over the past year, what percentage of calls received were in Spanish?	Over the past year, approximately 7% of calls were in Spanish.
34	Deliverables	Page 32	Is the State requesting the following upon contract award or as part of the RFP proposal submission? The Contractor shall provide the following deliverables: Start-Up Plan, which includes a schedule, Gantt chart, and milestones for the first month of services. The Contractor's Start-Up Plan must contain the following items: i. Program Implementation; ii. Discovery Phase; iii. Standard Operating Procedure (SOP) Process Mapping; iv. SOP Read-out; v. Technology Set-up vi. Custom CRM; vii. ACD/IVR; viii. Email Platform; ix. Quality Assurance System; x. Initial Training Development; xi. Training for staff; and xii. Go-live date iii. Third-party IT security attestation completion date and report	Deliverables are only required after the contract is awarded and are not part of the RFP proposal submission.
35	V.	29	Is this RFP meant to replace the vendor(s) currently augmenting the five CSCs?	Yes.
36	V.	29-34	What is the current methodology used to determine when the contracted call centers are engaged on a daily basis?	DHHS has prompts on the IVR that direct calls to Contractor(s) on a percentage allocation.
37	V.	29-34	What is the current methodology used to determine which of the contracted call centers receive an incoming call?	Allocations are adjusted by DHHS so the best service is provided to our clients.

38	V.	29-34	Is there ever a time when the five CSCs handle 100% of the call volumes, i.e. No calls are routed to the contracted call centers?	No.
39	V.	29-34	Is there a guaranteed minimum number of calls routed to the contracted call centers on a daily, weekly or monthly basis?	No, at this time, there will not be a minimum number of guaranteed calls on a daily, weekly, or monthly basis.
40	Attachment 4 Cost Proposal Sheet ANe	N/A	The Cost Proposal Sheet indicates 6,000 as the minimum number of calls with an AHT between eleven and fifteen minutes. How will the vendor charge for calls that have an AHT that is less than eleven minutes?	DHHS would pay the contractor at the cost per call rate for the 11:00-15:00 minutes, Tier II.A.
41	Attachment 4 Cost Proposal Sheet ANe	N/A	The Cost Proposal Sheet indicates 6,000 as the minimum number of calls with an AHT between eleven and fifteen minutes. Does 6,000 represent the minimum number of calls the vendor should expect to receive for the initial three year period?	The current volume falls in Tier II in A range of handle time.
42	V.	29-34	How many calls/actions should the contracted call center expect to receive on a daily, weekly, and monthly basis?	Attachment 8 to the RFP provides the monthly and daily totals.
43	V.	33	Does the AHT include time to answer?	The AHT begins when the call is answered.
44	Section V(A)	28	What is the approximate volume a selected contractor would be expected to manage for each program listed in this section?	See Question 42
45	Section V(B)	28	What is the average call length for calls related to each program?	The pricing structure defines the range of call lengths. See Section V.C.4. Pricing Structure.
46	Section V(C)	28	What is the approximate volume of expected outbound calls by call type?	See Question 45.
47	Section V(C)(1)	29	Is there a required Supervisor to Agent Ratio?	No
48	Section V(C)(1)(c)	29	ASA would indicate some hold times may exceed 5 minutes. Is this truly an ASA or an SLA of 100% of calls answered within 5 minutes?	No, DHHS looks at ASA not Service Level.
49	Section V(C)(1)(i)	29	Are laptop camera's for purposes of training and validating at-home work environments acceptable?	Yes.
50	Sec V(A)	29	Is the list of Medicaid and Economic Assistance programs a comprehensive and exhaustive list of those programs that will be serviced under this contract? Can you provide samples of ALL printed materials (including envelopes, letter(s), inserts, etc.) that would be used in the execution of this contract?	Yes, the list of Medicaid and Economic Assistance programs is comprehensive of the programs that will be serviced under this contract. Samples can be viewed at www.accessnebraska.ne.gov .
51	Sec V(C)	29	Please clarify: would the printing services portion of the contract considered in paragraph 1 be solely to provide upon request a hard copy of application(s) or change form(s) for any/all of the listed services listed in Sec V (A)?	No, each application completed over the phone must be printed and sent to the client.
52	Sec V(C)	30	What are the specifications of the envelopes to be provided? Are they a common envelope or are there different envelopes for different mailings?	Currently, envelopes being used are a 6x9 Standard Return-Left Hand Window and 6x9 BRM.
53	Sec V(C)	29	Can we get a detailed description of what is involved in the "processing of returned mail" mentioned as part of "outreach"? How does this differ from the processing mentioned as part of "back-office processing"?	Processing of returned mail is one of the back-office functions. The process is described in the Scope of Work on page 29. Outreach may be required to establish the new correct delivery address.
54	Sec V(C)	29	Some number of back-office services were mentioned that "included but [are] not limited to data entry, data lookup, document indexing or document scanning." Can you provide a comprehensive listing of back office services, a detailed description/definition of each and the volume/frequency of each service currently provided?	No, work can vary as the need arises.
55	Sec V(C)(1)(t)	31	Can you provide a breakdown of the various change forms/applications that might be mailed, the expected volume of each, and the frequency interval that volume represents (i.e., AA-page Medicaid application requests: XX pieces per YY [DAY or WEEK or MONTH]?	In October there were about 93,000 pages printed.
56	Sec V(C)(1)(u)	31	With regard to print services, depending on volumes and complexity, the most efficient production flow may be through a separate specialized print production facility. This section seems to presume printing will be onsite with the call center. So long as security requirements are met, is there any reason why printing through a dedicated and separate print facility would be proscribed?	As long as the security requirements in the RFP are met and the Proposal documents includes the printing plan, the print services could be subcontracted. Bidder to indicate their proposed printing plan in their proposal in order to be evaluated.
57	Sec V(C)(4)	33	Are there any differences between Tiers I, II, and III with regard to print? If so, how do those differences impact printed/mailed matter? As part of sample provision, can you indicate what materials go with which Tiers that would need to be mailed? (Envelopes, letter(s), inserts, etc.)	As the call volume increases the printing volume also increases. Currently the volume falls in the Tier II range and the pages printed are about 93,000.
58	Sec V(C)(4)	33	Can you provide a breakdown of the current volume of mailings by tier as well as by any variations within tiers?	See answer 57.
59	SOW General		What is the requested turnaround time of the mailings from provision of mailing data to drop? Daily? Weekly? Is there any flexibility in the schedule to maximize postage savings?	Documentation shall be mailed to the customer within (1) State business day of the call.
60	C.1.p	30	What percentage of calls are not in English or Spanish?	Less than 2% of calls are not English or Spanish language.
61	C.3.h	32	Historically, how long has the classroom training been (# of days) for the call center agents?	The classroom training is 3-5 days.
62	C.3.h	32	Historically, how long has the live call portion of training (nesting) been (# of days) for the call center agent?	The live call portion of training is no more than one day.
63	C.3.h	32	Historically, how long has the classroom training been (# of days) for the back-office clerks?	Classroom training for back-office clerks is 0.5 - 1 day.
64	C.4.a.i	33	What training hours are billed? (ramp, attrition, refresher)	Training hours are billed for ramp (start up) and new products.
65	V. Project Description and Scope of Work	Page 29	What is the anticipated call volume for outbound calls? Can DHHS provide any historical call volume data for outbound calls?	See the tiers under the Pricing Structure (Section V.C.4). October, 2022 total outbound calls were just over 3,600 calls.
66	V. Project Description and Scope of Work	Page 29	Can DHHS provide more detail or provide a true AHT that spans across all inbound calls?	October, 2022 AHT for all the outsourced inbound call volume was 14:35 minutes.
67	V. Project Description and Scope of Work	Page 29	What is the current average handle time (AHT) for Outbound? Can DHHS provide any historical AHT data for outbound calls?	The current contractors do not track AHT for outbound calls.
68	C. Schedule of Events	Page 2	What is the intended contract term?	See Question 10.
69	V. Project Description and Scope of Work	Page 29	What is the anticipated back-office processing volume? What is the current average time for processing tasks? Can DHHS provide any historical volume/processing time data?	No historical volume data exists as this is a new endeavor. See Tiers under the price structure (Section V. C. 4).
70	V. Project Description and Scope of Work	Page 30 - 31	Is the contractor or DHHS responsible for providing volume/staffing forecasts? If provided by DHHS, is a 30-, 60-, 90-day forecast provided?	DHHS will provide 30 and 60 day daily forecasts for the first 6 months and then the contractor will forecast their own volume using their historicals.
71	V. Project Description and Scope of Work	Page 30 - 31	What is the anticipated headcount for this opportunity?	This is a cost per call contract so bidder will determine headcount.
72	V. Project Description and Scope of Work	Page 30 - 31	What is the minimum headcount needed for the contractor to go live?	The Awarded Contractor(s) will be responsible to determine the headcount needed for the contractor to go live and will be documented in the start up plan after contract is awarded.
73	V. Project Description and Scope of Work	Page 30	Are there any requirements for employees beyond standard background screening?	No, not for hiring.
74	V. Project Description and Scope of Work	Page 30	Can DHHS provide a job description for the position(s) the contractor would be staffing?	No, there is no equivalent job description within DHHS. DHHS employees are doing a much greater number of activities as required by DHHS policy and mandated by the federal government.
75	V. Project Description and Scope of Work	Page 30	Can DHHS provide the call volume for each language?	See Question 152.
76	V. Project Description and Scope of Work	Page 30 - 31	Describe DHHS key performance indicators. How will performance be measured?	Contractor must meet all requirements of the RFP.
77	V. Project Description and Scope of Work	Page 30	Can more information be shared on the CRM system? Will every call be documented in this system?	The CRM must track the types of calls, some examples would be; number of applications, number of status requests, number of inquiries that are denials, number of inquiries that application is in progress.
78	V. Project Description and Scope of Work	Page 30	Can DHHS provide more detail around view only access to the Contractor's automatic call distribution (ACD) system. How will this access assist with call distribution?	DHHS will need to monitor total calls, ASA, calls in queue, number of workers logged in, longest calls in queue. This information will determine call allocations.
79	V. Project Description and Scope of Work	Page 32	What kind of access will the contractor's leaders have to create reporting (e.g., productivity, performance, etc.)?	Awarded Contractor(s) will only have access to their own internal reporting. DHHS is only requiring Awarded Contractor(s) to report statistics from their systems.
80	V. Project Description and Scope of Work	Page 32	What kind of access will the contractor's leaders have to monitor our employees?	The calls will be on your phone system so you will have your access. DHHS will only have read only access for real time monitoring.

81	V. Project Description and Scope of Work	Page 32	Are DHHS's systems externally available for single sign-on?	AccessNebraska is a publicly available website. Nfocus will be made available to agents as "read-only."
82			If our company does not meet any of the criteria on Form B, do we still need to sign/date and return as part of our response?	A completed Form B is required and must be submitted for a Proposal to be considered valid and compliant.
83			On page 29 under scope of work, it mentions providing back office services such as processing returned mail. If our agents are working remotely, how would they receive items like returned mail for the purposes of performing these duties?	This would come to Awarded Contractor(s) as a PDF file.
84			The inbound call/action ranges for Level A have a very wide spread that make it difficult to give a cost per call with a range that large. Is it possible to modify this range differential to make the spread smaller, allowing a more accurate price per call calculation?	No, Awarded Contractor(s) need use the current pricing structure in Attachment 4 to the RFP.
85			How many customer service representatives are currently working in the call center(s), both state employees and the two current contractors?	250-275 representatives are currently working in call centers on AccessNebraska, 115 of the total are contracted.
86			If a person is currently receiving services from the Nebraska Department of Health and Human Services, such as SNAP or Medicaid benefits, are they eligible to work as a call center representative on this program?	Yes.
87			The Cost Proposal Sheet has a total number of calls/actions per month by Tier 1, 2 and 3 that do not match Attachment 8 that contains the actual Monthly Call Volumes. Is it possible to provide a breakdown on Attachment 8 of how many calls are Tier 1, Tier 2 and Tier 3?	The total inbound offered calls on Attachment 8 for July, 2022 totaled 48,731 and we are looking for multiple contractors with this RFP. All call volume AHT is currently in Tier II.
88	Procurement Procedure, C Schedule of Events Page 10		What date / time must proposals be submitted? It's not listed in your timeline. Obviously it has to be before the 23 Nov 2022 prop openings via WebEx at 1400 CST. So is it safe to assume NLT 23 Nov 2022?	Proposals must be submitted prior to the Proposal Opening date and time.
89			Is DHHS is leaning toward single award or multiple award?	See Question 5.
90	Section II, Terms and Conditions	Page 18	Paragraph D lists Governing Law, but there is No signature block in which to initial acceptance.	Paragraphs without acceptance blocks are set and non-negotiable.
			Same question for Paragraphs R and S.	Paragraphs without acceptance blocks are set and non-negotiable.
	Section III, Contractor Duties	Page 28	There is No signature block for Paragraph C or Paragraph K	Paragraphs without acceptance blocks are set and non-negotiable.
91	Section V Project Description and Scope of Work, C Scope of Work, 1. Business Requirements,	p., page 38	Beside English and Spanish, can DHHS give some insight into what languages will require translation support?	Languages that require translation support are Karen, Arabic, Somali, French, Korean, Vietnamese, Russian, and Burmese.
92	Section C	2	The schedule indicates that the "contractor start date" is 1/23/23. Given the time associated with recruiting, onboarding staff as well as necessary configurations and testing for the telephony platform, print/mail functions, and CRM components, we anticipate a multi-week implementation timeframe. Please confirm that DHHS intends to set a operational start date during negotiations with the selected contractor. The contract start date will begin on 1/23/23 and operations would commence at a time after that agreed to by both parties.	Yes, the contract start date is not when Awarded Contractor(s) will start taking calls. The operational start date will be agreed upon and documented in the Start-Up Plan Deliverable in Section V.C. 5.
93	Section V.B	29	The RFP states that call volumes range from 51,000-68,000 per month. Attachment 8, however, suggests that call volume in any given month has not exceeded 49,000 for any month published. Please confirm the average monthly volume for inbound contacts anticipated to be handled by the awarded contractor.	Attachment 8 of the RFP is the call volume that applies to this procurement. The 51,000-68,000 per months includes the volume that DHHS handles too.
94	Section V.B	29	In order to help vendors gauge a more accurate range of expected staffing, please provide the weighted average handle time for calls (e.g. the actual average or an average by call type with associated call type volumes).	See Question 66.
95	Section V.B	29	Please confirm that the staffing and technology associated with the AccessNebraska Document Imaging Center in Omaha is not in scope for this procurement. Any document tasks worked as back office tasks by the selected contractor will already have been digitized/scanned by the the Document Imaging Center team, then those digital images will be routed to the contractor CSC staff to complete any back office functions.	Yes, the back office tasks will already be digitized/scanned if/when the assignment comes to the Awarded Contractor(s).
96	Section V.C.4	33	Please elaborate on the pricing structure. For example, will all inbound calls be averaged together each month to generate a single Average Handle Time for billing or will the contractor bill at multiple per call price points corresponding to the number of calls that lasted within each handle time range (A through E)? As a hypothetical example, how does DHHS expect vendors to invoice in a month where they receive 20,000 calls lasting 14 minutes in length and 5,000 calls lasting 21 minutes in length?	Awarded Contractor(s) will invoice based on the total inbound calls averaged together to generate one AHT for billing.
97	Section V.B	29	To allow vendors to provide economical pricing to the state, please provide an estimated volume of printed and mailed documents each month. Please also confirm that there will be No.irregular sized/overly heavy documents that will need to be printed?	See question 55.
98	Section V.B	29	Please confirm vendor pricing for printing and mailing will consist of 24#, 8.5x11" paper at No.more than 5 sheets per envelope to avoid postage upcharges.	There can and will be mailings of more than 5 sheets of paper. All postage will be paid by DHHS.
99	Section V.B	29	Please confirm that any items generated by the AccessNebraska system for mailing would contain the mailing address in a standard location that displays through the window envelopes provided by DHHS.	Yes, any items generated by the AccessNebraska system for mailing will contain the mailing address in a standard location that displays through the window envelopes provided by DHHS.
100	Section V.B	29	Please confirm mailing occurs only Monday through Friday. Are mail requests sent one-at-a-time through an API or does the system batch them once per day?	The worker will print the items after the phone call is completed. Items must be sent out within (1) State business day.
101	Section V.B	29	Do any mailings require a business reply envelope? What percentage of mailings have a business reply envelope included? Are those also supplied by DHHS?	See Question 52. The percentage of business reply envelopes mailed is not tracked. DHHS supplies all envelopes, including business reply envelopes.
102	Section V.B	29	Does the system generate print-ready PDFs when a mailing is requested or are additional steps required to produce the mailings prior to print?	Yes, the system generate print-ready PDFs when a mailing is requested.
103	Section V.C.1.o	31	The state requires vendors to supply an ACD and provide DHHS access to it. However, in the State Responsibilities section, DHHS indicates that it will provide telephony lines (item c) and call routing (item d). Please confirm that vendors must provide the entire telephony routing solution, including a toll free number (or assuming Responsible Org ownership over an existing number), to route inbound/outbound calls to agents.	DHHS will route the calls to the number that the Awarded Contractor(s) provide.
104	Section V.C.1.r	31	To improve efficiency, security, and searchability, will the state allow the vendors to maintain the audio files associated with call recordings in a secure environment rather than transferring the files to DHHS over the internet? DHHS will have secure, 24/7 access to all call recordings on the vendor solution through a secure portal.	No, the recorded call audio files will need to be sent to DHHS.
105	Section V.C.1.x	31	Will the state consider vendor-provided QA tools that bring additional features and benefits, including automations, artificial intelligence, and machine learning capabilities? The vendor-provided tool will be configured to match the existing state evaluation form shown in Attachment 5 and generate reports matching Attachment 6.	Yes, DHHS will consider vendor-provided QA tools. The tools will need to be approved by DHHS prior to use as noted in Section V.C.1.x. of the RFP.
106	Attachment 4		Attachment 4 indicates there are several AHT bands for "back office actions." Which system will provide data on back office tasks to determine the handle time used for billing purposes? What time spent working or preparing to work back office actions will be included or excluded from the calculation?	It will be the responsibility of the Awarded Contractor(s) to provide the AHT for the back office tasks. The Awarded Contractor(s) will need to include all of the time spent on those tasks.
107	Attachment 4		Please clarify the state's expectations for inbound calls that last under 11 minutes. Would these require a separate price point or does the state anticipate that these calls are included in the other pricing bands?	See Question 40.
108	Attachment 4		To simplify price evaluation for DHHS, will the state consider a "per work minute" rate, where vendors charge a rate for time worked on calls or back office activity (as measured by worker status in the ACD) to avoid the complexity of tiered pricing based on volumes and handle times? Time spent working or actively waiting for work (e.g. active in queue) would be billable while time on breaks, lunches, etc would not be.	No, DHHS will be using the cost per call model and Bidders will need to include any projected expenses in that cost per call amount.

109	Evaluation Criteria		Please confirm that the information bidders supply in Attachment 3 (Required Responses) is scored within Part 2 - Solution Approach component of the bid.	Bidder must provide responses required by Attachment 3, those responses will be evaluated.
110	Section C	2	The schedule indicates that the "contractor start date" is 1/23/23. Given the time associated with recruiting, onboarding staff as well as necessary configurations and testing for the telephony platform, print/mail functions, and CRM components, we anticipate a multi-week implementation timeframe. Please confirm that DHHS intends to set a operational start date during negotiations with the selected contractor. The contract start date will begin on 1/23/23 and operations would commence at a time after that agreed to by both parties.	See question 92.
111	Section V.B	29	The RFP states that call volumes range from 51,000-68,000 per month. Attachment 8, however, suggests that call volume in any given month has not exceeded 49,000 for any month published. Please confirm the average monthly volume for inbound contacts anticipated to be handled by the awarded contractor.	See question 93.
112	Proposal Submission i	37	What is the minimum qualification requirement for key personnel? (Education, certificate, etc.)	Key personnel must have the necessary skills, abilities and education to fulfill the requirements of the RFP.
113	General	NA	Does contractor need to have local presence to qualify for the bid? If not, can it be performed in any 50 US states?	The work must be performed within the United States. A local presence is not required.
114	Pricing Structure	33	Call volumes on page 33 probably require multiple people. Can you please provide details on the current staff size?	See question 85.
115	General	NA	Looks like remote work is allowed. Can it be 100% remote?	Yes, as long as the Awarded Contractor(s) can meet all of the requirements of the RFP.
116	Business Requirement r	31	Will the outbound calls within the 50 US States be only?	Yes, the outbound calls will be within the United States.
117	VI.B	28	Do the call volumes outlined in this section of 51,000-68,000 capture the call volumes of the augmented contracted call centers, or are those exclusively for the state-run CSCs?	The call volumes outlined in this section of 51,000-68,000 captures the call volumes of both the current contractors and DHHS staff.
118	VI.B	28	What is the total call volume for the augmented call centers?	The inbound call volume for the RFP is in attachment 8
119	VI.C	28	What is the annual volume of outbound printing and postage?	In October, 2022 approximately 93,000 pages were printed. The postage is a pass-thru cost.
120	VI.C	28	Does the State currently track and have data regarding the number of new addresses needed to be located on an annual basis?	No, the State does not currently track and have data regarding the number of new addresses needed to be located on an annual basis.
121	VI.C.1.B and VI.C.3.C		The Business requirements state that an 800-number for routing calls should be provided by the vendor, however, the Scope of Work further outlines the State will make telephone line(s) available for Contractor's use. Will the State please clarify the requirement for phone lines?	See Question 103.
122	Section I	2	The Schedule of Events show the contract award of January 13, 2023 and the Start Date of January 23, 2023 or a 10 day implementation period, is that correct?	See Question 92.
123	Section VI.B	29	This section shares that there are two (2) contracted call centers providing this service. Can you share who the two (2) contractors are and how many FTE's are dedicated to this project on a monthly basis?	North End Teleservices and UST are current contractors. 115 FTEs at those contracted call centers are dedicated to this project on a monthly basis.
124	Section VI. A. j	37	The State defines Subcontractor as an individual or entity with whom the contractor enters a contract to perform a portion of the work awarded to the contractor. Can you please clarify if this includes equipment and other products we will use to provide our services to the State?	Awarded Contractor(s) will supply all equipment and other products used in the fulfillment of this contract.
125	Section V.C.3.m	33	What is the estimated volume of pre-printed DHHS mailing envelopes the State is requiring?	Estimated volume of pre-printed DHHS mailing envelopes mailed per month is 6300-6700.
126	Section C	29	Can you provide samples of the printed material or describe the content and expected number of pages per mailing?	Medicaid and EA applications are an example of a printed item. In October there were about 93,000 pages printed. Examples are available at www.accessnebraska.ne.gov .
127	Section C 1, G	30	What data is required to be collected in the CRM that is not maintained in the AccessNebraska system that we will have access to?	See Question 77.
128	Section C, 1, P	30	Can you provide the current percentage of calls that require a translation service?	See Question 152.
129			The RFP references attachments 3 and 4 but those seem to be missing. Can you please provide?	Attachments 3 and 4 are posted with the RFP posted on the website.
130	Section V, A and B	29	Are you adding a 3 rd partner center or replacing the current centers.	The contracts end for the current providers so the awarded bidders will be the new Awarded Contractors.
131	Section V. C. 1. g	30	What is the scope of the vendor provided CRM? What information will be collected? What information will be stored?	See answer 77.
132	Section V. C. 1. g	30	Will the contractor provided CRM be utilized to store any PHI/PII (name, phone, address, services provided, # of interactions) or will this be limited to the category of service and number of interactions/calls/actions contractor workers complete?	No, PHI/PII information will be limited to categories of services and number of interactions/calls/actions Awarded Contractor(s)' workers complete.
133	Section V. C.	29	What are the billable components associated with printing? Is there a per action model that is to be used for such activity?	Awarded Contractor(s) will bill a per page cost and the postage used will be a pass-through re-imbusement.
134	Section V. C. 4.	33	How are calls below the lowest AHT threshold to be priced? (i.e. Calls with AHT lower than 11:00 or Outreach under AHT of 8:00)? (example: Inbound)	See Question 40.
135			11:00-15:00; 6,000-16,999	
136			Are all calls reimbursable at the associated Tier per call/action price? Must 6000 calls at between 11-15 minutes be completed prior being able to charge associated prices?	All calls will be billable. The current volume falls in Tier II.
138			Put more simply, for per call pricing, is each individual call invoiced based on the handle time for that call, within the associated Tier?	Awarded Contractor(s) will invoice for the total number of inbound calls averaged together to generate one AHT rate for the billing.
139	Section V. B	29	Is this wrap-up time included in the AHT calculation?	Yes, wrap-up time is included in the AHT calculation.
140	Section V. C. 4	33	How are QA activities to be priced with a per call/action pricing model?	Awarded Contractor(s) need to include the QA FTE cost into your cost per call pricing.
141	Section V. C. 4	33	What are the top three call drivers? What are the associated types of calls for each AHT Tier?	The top three call drivers are; 1. Change request, 2. Request to complete an application, and 3. Status updates. Tier A is current inbound calls. The other tiers are other projects that are being worked.
142	General	NA	Are there currently any agent hold time protocols in place for call center agents within the DHHS policy?	There should only be minimal hold time with these call types.
143	V. Project description and scope of work		What is the current average after-call work time for agents?	The current average after-call work time is included in the AHT. In October, 2022 the AHT averaged 14:30 minutes.
144	V. Project description and scope of work		What is the call volume after business hours, can the callers leave voicemail for call backs?	There is no call volume after hours. The client will receive a closed message and no voicemail option is available.
145	V. Project description and scope of work		Are you expecting to be open during holidays?	No, the State is closed on all state holidays.
146	V. Project description and scope of work		Will the Department accept a 100% remote solution or are you requiring physical facility?	Yes, DHHS would accept a 100% remote solution if the requirements of the RFP are met.
147	V. Project description and scope of work		Is postal mail services part of the scope? Does the contractor need to have a mail room?	Awarded Contractor(s) must mail the items that are printed as a result of the work. Awarded Contractor(s) will not receive mail from DHHS or DHHS clients.
148	V. Project description and scope of work		Based on the historical data which month does have high call volumes and what are the numbers? (Inbound b) Outbound c) Text	See Attachment 8 for inbound call data. In October, 2022 the DHHS outbound volume was just over 3,600 calls. DHHS has only been having contractors complete outbound calls for a few months so there is no data for an entire year. Currently, DHHS is not
150	V. Project description and scope of work		How long will be the training period for consumer agents and provider agents before assignment?	The training will be 3-5 days in total.
151	V. Project description and scope of work		What is the Avg speed to Answer?	See Question 30.
152	V. Project description and scope of work		What percentage of Calls are English vs. non-English, especially Spanish? Can we have the historical data of the last year?	For planning purposes Awarded Contractor(s) should plan on 10% of the total calls to be Spanish and less than 2% of total calls to be for other languages.
153	V. Project description and scope of work		Can the Contractor bill the state in case they use 3rd party telephone interpreter services?	No, the vendor must include the cost of any 3rd party telephone interpreter services in their per call cost.
154	V. Project description and scope of work		Will all the staff hired by the contractor to execute this contract need the approval of Department before onboarding?	No. The Awarded Contractor(s) are responsible for all aspects of hiring staff.

155	V. Project description and scope of work		How long has the incumbent been providing the requested services?	The incumbent contractors have been providing services since April of 2020.
156	V. Project description and scope of work		Please provide more information about Docket application.	This RFP does not reference "Docket application."
157	V. Project description and scope of work		Please provide a breakdown of inbound and outbound calls for both consumer and provider.	See Question 148.
158	V. Project description and scope of work		Can vendor bill the Department for the external language line?	See Question 153.
159	V. Project description and scope of work		What is the call volume (both inbound and outbound) of last quarter?	See Question 148.
160	V. Project description and scope of work		Please specify the KPIs and SLAs vendor must comply with.	See Business requirements V.C.1.
161	Procurement		How many vendors will be awarded?	See Question 5.
162	Procurement		Can you please provide us with an estimated or NTE budget allocated for this contract?	See Question 3.
163	Procurement		What is the tentative start date of this engagement?	The current contracts ends in April 2023 so Awarded Contractor(s) would need to be ready to start by mid April 2023.
164	Procurement		Could you please share the previous spending on this contract, if any?	See Question 1
165	Procurement		Could you please let us know how many positions were filled in the last contract? and How many positions do we expect in the current contract?	Current contract staff is 120-150 FTE. The Awarded Contractor(s) will be responsible for establishing position counts for this RFP.
166	Procurement		Why has this bid been released at this time?	See Question 6.
167	Procurement		Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	See Question 9.
168	Procurement		Has the current contract gone full term?	No.
169	Procurement		Have all options to extend the current contract been exercised?	No, all options to extend the current contracts have not been exercised.
170	Procurement		Who is the incumbent, and how long has the incumbent been providing the requested services?	See Question 2.
171	Procurement		What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	See Question 1.
172	Procurement		Is previous experience with any specific customer information systems, phone systems, or software required?	No previous experience with any specific customer information systems, phone systems, or software is required.
173			Who are the two contracted call centers currently augmenting the services?	See Question 2.
174			Under this RFP, do you intend to select two call centers to manage the additional call center and back office support?	See Question 5.
175			We note that there is a Resident Bidder preference, are any of the two currently contracted call centers, Resident to the State of Nebraska?	Yes.
176			What type of support services are provided through the fifty-four local offices across Nebraska?	The local office provide in person support to DHHS clients. Their work is separate from this RFP.
177			In RFP document, A, PROJECT OVERVIEW it states "Bidder must submit proposals to provide all services." Please clarify, that all services relates to the additional overflow services, over and above what ACCESSNebraska is supporting.	Bidders must submit proposals that include all of the requirements of the RFP using the Pricing Structure (all tiers and services) provided.
178			Can you provide one year's historical volumes for: 1) incoming calls, 2) outreach calls and 3) back office processing, detailed by month, that the two contracted call centers managed?	See Attachment 8 for inbound call volumes. In October, 2022 DHHS' outbound volume was just over 3,600. DHHS has only been contracting for outbound calls for a few months. Back Office work will be coming in the near future.
179			If you are awarding two call center contracts, how are you going to assign and split the work?	Calls will be allocated by DHHS by a percentage. The percentage is adjusted to ensure the best service to DHHS clients.
180			Where can we locate a copy of the current contract? Is it the same as the sample in the RFP?	The current contracts are available on the "State Contract Database."
181			What are the call patterns per day for the contracted call centers? (how many calls/hour per day)	See attachment 8. More detailed and updated volume will be provided to the Awarded Contractor(s).
182			What is the supervisor or team lead to agent ratio?	That is to be determined by the Bidder. There are no requirements on that from DHHS so long as the requirements of the RFP are met.
183			What is the quality assurance to agent ratio?	That will be determined by the Bidder. There are no requirements on that from DHHS so long as the requirements of the RFP are met.
184			What is the occupancy rate?	DHHS does not require an occupancy rate as long as the requirements of the RFP are met.
185			You state that the average call length ranges from 12-30 minutes. This is a significant spread. Is there a more concise average number that you can supply to help us better understand the staffing requirements?	See Pricing Structure V.C.4.
186			How many agents (for incoming and outreach calls and for back office processing) does ACCESSNebraska employ in each of the five (5) Customer Service Centers to support this business?	DHHS provides more and different detailed support than the scope of this RFP so the number of agents is not relevant.
187			How many agents (for incoming and outreach calls and for back office processing) does ACCESSNebraska employ in the fifty-four local offices across Nebraska to support this business?	See Question 186.
188			After new hire training, is there a period of nesting where the agents are taking calls in a classroom environment? If so, for how long?	See Question 62.
189			How many hours will be allocated per FTE for ongoing education and coaching?	Bidder will need to include that cost in the cost per call pricing bid. DHHS does not require any ongoing education or coaching.
190			We note the AHT for each support service and the ASA, are there any other service level expectations for inbound call, outreach calls and back office processing services?	See Business Requirements V.C.1 in the RFP.
191			Would we tap into your system to answer calls? Your hosted platform?	No, Awarded Contractor(s) will have access to our systems to answer the client's questions.
192			Will you be circulating notes, questions, and answers among all bidder participants?	Addendum One, Questions and Answers will be publicly posted with the RFP documents.
193			What % of the calls require Spanish language support?	Approximately 10% of calls require Spanish language support.
194			We noticed the volumes have increased Year over Year: is this a normal Year over Year increase due to Seasonality?	No, in April 2022 DHHS added some products for the contractors resulting in the increase over the last few months. The other volume increases are seasonal.
195			We note that responses to questions are due back on November 8 th . If there is a delay to this date, would ACCESSNebraska consider extending the proposal deadline to accommodate sufficient time to review Q&A's with internal departments?	The Schedule of Events has been amended and is posted with the RFP.
196			Is this Work in office / Work from home?	The work can be in office or from home or both.
197			What data is to be captured in the CRM system for Inbound calls?	See Question 77.
198			What data is to be captured in the CRM system for Outbound calls?	Examples of data to capture in the CRM would be how many voicemails left, how many 2nd call attempts, 2nd calls completed.
199			What is the preferred connection method to ACCESSNebraska, N-Focus or other DHHS systems?	ACCESSNebraska is a public website. N-Focus will be supplied as "read-only access."
200			What back-office tasks are to be performed?	See Scope of Work for examples V.C.
201			Is there a requirement for CRM to be hosted on-premises or in the cloud?	DHHS has no requirement for the CRM to be hosted on-premises or in the cloud because DHHS will not directly access the CRM system. The CRM is only for the contractor to be able to provide data.
202			What is the preferred connection method for storing call recordings?	See Section V.C.1.r of the RFP.
203			Is there a requirement for Document Imaging / Optical Character Recognition?	No, there is no requirement for document imaging/optical character recognition for this RFP.
204	Section h, Item i.d	36	Not many clients still maintain facsimile machines. Can you remove the requirement for providing one with our references?	Facsimile numbers may be submitted if available but not required.
205	Attachments		Are Attachments 5-8 meant to be completed and included with our proposal, or are they meant to be examples?	Attachments 5 - 8 are not meant to be completed and included with the Bidder's proposal. Attachments 5 - 8 are meant to be examples.
206	Attachments		Are we permitted to transfer Attachments 3 and 4 into our template for consistency? We understand that we cannot vary the way the content is laid out.	No, complete Attachments 3 and 4 as instructed.

207	V.B.	Page 28	Will the new vendor replace a current vendor or be added as a third CSC?	See Question 130.
208	U.U.	Page 17	Can you share the name of the current outsourced vendors handling this service?	See Question 2.
209	Attachment 3	Question 7	What printing functions are required to meet the facility requirements? Can you supply information around how many pieces are printed and mailed per month?	See Question 55.
210	I.C.	page 2	What is the exact day and time RFP response needs to be sent in? Please confirm the proposal opening day and time is the deadline to submit proposals (November 23 2022 2pm CT)	The deadline to submit proposals is before the RFP Opening.
211	V.A.	Page 28	Is this RFP generated due to a required timing for RFP for funding purposes?	No.
212	V.B.	Page 28	"Currently the CSCs receive between 51,000 (fifty-one thousand) – 68,000 (sixty-eight thousand) incoming calls a month." is this for the 5 or each CSC?	This is the total, including DHHS and the current contractors.
213	V.C.2.d.	Page 30	How many days of work do we store in our CRM so we can answer the ad hoc report requests?	The CRM should store 6 months to answer the ad hoc report requests.
214	V.C.5.a.viii	Page 32	In the deliverables, why do we need an email platform? Are we receiving emails from people with questions? Will we be required to send emails to individuals?	The Awarded Contractor(s) will need to send emails to DHHS on escalations.
215	V.C.1.	Page 29	Can you provide any metrics around other languages?	See Question 50.
216	Attachment 4	Columns D/F/H	Is the "number of calls/actions" in each pricing tier cumulative? For example, would 16,999 calls in 11-15 minutes range + 3,599 calls taking 15:01-20 minutes = 20,598 total billable calls under Tier I pricing? Or would that same total 20,598 total calls all fall under Tier II pricing at the appropriate average handling time for the entire day?	The current volume is under Inbound A with the three tiers. The others reflect other products that could be added.
217	NE HHS Call Center RFP 10-19-22 – Scope of Work - C	Page 29	The RFP states that one of the back office tasks may be document scanning. Does DHHS expect the contractor to provide a scanning solution, or is the state seeking staff to augment existing teams and provide support in your facility? If a scanning solution is necessary, please provide more detailed requirements to support document scanning	Document scanning is not an expectation of this RFP.
218	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.p	Page 30	For the contractor provided CRM system, will DHHS provide a nightly downloadable file with contact and other pertinent information, or would the contractor integrate into the State's system?	No, the CRM is required to provide information for reporting.
219	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.p	Page 30	The RFP states that the contractor must supply a method of telephonic interpretation and include those costs in the cost per call. Please provide the percentage of calls that are handled in languages other than English and Spanish, and the top 10 languages supported?	See Question 91 for languages in addition to Spanish. Spanish is about 10% of the total volume and the other languages make up about 2% of the total volume.
220	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.r	Page 30	The RFP states that the contractor must provide a file of daily file of recorded calls that should be deleted once transfer is complete. The elimination of recorded calls daily will negatively impact our management team's responsibility to review calls for coaching, monitoring and quality assurance. If the state can access our call recording solution to listen to, score and calibrate recorded calls, would that be an acceptable alternative? Additionally, would the state consider the deletion of call files weekly versus daily?	DHHS requires the audio files of calls be sent to us not just providing access to the audio files of the calls. Deleting the calls weekly versus daily would be acceptable.
221	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.t	Page 31	To mail customers a paper copy of requested changes and/or applications, will DHHS systems generate all letters to be mailed or will the contractor have to generate letters using their CRM system?	Yes, after the worker completes the application the application must be printed and mailed to the client.
222	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.t	Page 31	In what format will the data files from the State's system be provided (will we have to manage document composition or will the files be fully formatted)?	The files will be fully formatted when the system provides them. No document composition is required.
223	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.t	Page 31	Do the letters include images? If so, what is the volume of images?	No, letters do not include images.
224	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.t	Page 31	What is the average number of pages inserted per mailing? Does the overall volume for mail match the call volume?	See Question 55.
225	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.1.t	Page 31	Is there an expected service level agreement for outbound mail? Will mailings be required daily, weekly, monthly, or another expectation?	See Question 59.
226	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.3.m	Page 31	Will all outbound mail be sent in standard #10 commercial size envelopes, or are there various sizes of documents/packets, to be mailed? If so, please provide a percentage of the types of mailings by envelope size. Additionally, are the pre-printed mailing envelopes that are provided by DHHS a windowed envelope?	See Question 52.
227	General	N/A	To support the ongoing security of customers' information, Gainwell has a standard global employment screening package for each country in which business is conducted. The elements that are included in each country package are based on local legal parameters and Gainwell's strategy in general (where legally allowable), the following screenings are conducted for Gainwell employment: <ul style="list-style-type: none"> ▪ Identity verification ▪ Right-to-Work ▪ OFAC ▪ SSN Trace ▪ Criminal – 7 years, National, Federal, Locals (every country ≥90 days residence) ▪ Sex Offender Registry (USA only) ▪ Global Sanctions ▪ FACIS3 ▪ Previous employment – 7 years ▪ Education is optional, dependent upon role o Note: Medical Professionals include education and license verification o Note: Legal Professionals include education and license verification Based on our standard BI, is this acceptable and if not, please provide your additional requirements in order for GW to meet your contractual commitments (where legally allowable).	The State requires the Awarded Contractor(s) to determine the hiring process for the staff that can perform the work required in this RFP.
228	General	N/A	Is any of the in-scope work under a collective bargaining agreement?	The work is not under a collective bargaining agreement. State workers that do this work and many additional tasks are represented under a labor contract with NAPE/AFSCME Local 61.
229	NE HHS Call Center RFP 10-19-22 - C. Scope of Work/ Business Requirements - C.3.f	Page 31	To address the requirement "Provide Contractor with procedures for voice signature and other processes as needed" will the State be providing the voice signature software solution?	The voice signature is part of the recorded call so separate software needed. The vendor will supply the software with DHHS approval.

230	General	N/A	Please provide an overview of the calendar with estimated dates for Contract Award, Implementation Period, and Go-Live.	The amended RFP schedule is posted on the website with the RFP. Any additional schedule changes will be posted on the website with the RFP. The Implementation Period will begin after the Contract Start date and Go-Live is scheduled for mid-April 2023.
231	General	N/A	If estimated dates for Contract Award and Go-Live are not available, please provide an estimated timeframe the Contractors will have to implement the Contract.	The estimated timeframe the Contractors will have to implement the Contract is February 1, 2023 through mid-April, 2023.
232	General	N/A	Who are the Contractors currently performing these services?	See Question 2.
233	General	N/A	Where can bidders access the current contracts and supporting documentation?	Contracts are available on the State's contract database.
234	I.H.3 Submission of Proposals	4	Regarding the naming convention for electronic proposals, where are bidders to indicate if the file is for the technical, cost or redacted proposal (e.g., RFP Number ABC Company Technical vs. RFP Number Technical Proposal ABC Company)?	Please indicate all pertinent information in the file name.
235	I.H.5 Submission of Proposals	5	Please confirm the Request for Proposal form is Attachment 2 Form B.	Confirmed, the Request for Proposal form is Attachment 2 Form B.
236	I.N Request for Proposal, Proposal Requirements and VI. Proposal Requirements	5 and 35	The specified order for the proposal contents in Section I.N differs from Section VI. (e.g., in Section I.N bidders are instructed to place the Required Bidder Responses before the Completed Solution Approach, where in Section VI bidders are instructed to place the Required Bidder Responses after the Completed Solution Approach, etc.). Which section shall bidders follow in the organization of their proposals?	The order of the proposal is not evaluated.
237	V.B. Project Environment	29	Please specify if the monthly and peak volumes identified in this section are for each individual CSC or a combined total across all CSCs.	The volumes in Attachment 8 are the total volumes for the RFP only.
238	V.C. Scope of Work	29	Please specify if the State intends to route all call types received to the selected Contractors or if it intends to route specific call types to the selected Contractors (e.g., by Program type, change request, application assistance, overflow, etc.).	All call types could be routed to Awarded Contractor(s).
239	V.C. Scope of Work	29	Please provide more details on the various systems the selected Contractors will need to use. What external systems will the Contractors need to use and when will the Contractor use each system? Please describe the high-level functionality of each external system the Contractor will use.	All relevant information is available in the RFP.
240	V.C. Scope of Work	29	What are the connectivity requirements for each system the Contractor will need to access?	Internet access is required ACCESSNebraska and N-Focus will be accessed via VPN, VDI, or Citrix connections.
241	V.C. Scope of Work	29	Are there any license costs associated with any external systems the Contractor will need to use?	No, there are no license costs associated with any external systems the Contractor will need to access.
242	V.C. Scope of Work	29	What is the mechanism by which calls will be distributed to the selected Contractors?	DHHS will determine and distribute calls as a percentage allocation.
243	V.C. Scope of Work	29	What is the mechanism by which back-office work will be distributed to the selected Contractors?	Awarded Contractors will receive a file daily from DHHS.
244	V.C. Scope of Work	29	Please provide the monthly call volume, by Contractor, for the last year.	Attachment 8 has the total inbound calls for this RFP.
245	V.C. Scope of Work	29	What is the average handle time of calls for the last year?	We added a new product in April 2022 the AHT have averaged between 13:30-14:45 since that addition.
246	V.C. Scope of Work	29	Please provide the distribution of back-office work, broken out by task, by Contractor for the last year.	There is no data on back-office work. This is an emerging future opportunity.
247	V.C. Scope of Work	29	Please provide the volume of outbound calls by month, by Contractor, for the last year.	This is a new project, October 2022 volume was just over 3600.
248	V.C. Scope of Work	29	Will there be periods when the selected Contractors receive No.calls? If so, how often and for how long do these periods occur? How much notice is given to the Contractor before the Contractor will need to resume taking calls after a period of inactivity?	No.
249	V.C. Scope of Work	29	Will there be periods when the selected Contractors do not perform back-office operations? If so, how often and for how long do these periods occur? How much notice is given to the Contractor before the Contractor will need to resume providing back-office services after a period of inactivity?	See Question 246.
250	V.C. Scope of Work	29	Is the Contractor's CRM required to integrate with other systems? If so, which ones and for what purposes? How will this integration occur?	No. Contractor's CRM will not be integrated with any DHHS system(s).
251	V.C. Scope of Work	29	Is the Contractor's telephony system required to integrate with other systems? If so, which ones and for what purposes? How will this integration occur?	No.
252	V.C. Scope of Work	29	Are there instances when a call will need to be escalated to DHHS? If so, how will this escalation occur and in what system will this escalation be documented?	Yes, the contracted worker may send an email to DHHS to request a call back or the contracted worker may instruct the client on which prompts to choose in the IVR to reach a DHHS worker directly.
253	V.C. Scope of Work	29	IS there a "master IVR" or a DHHS-operated IVR that the Contractor will need to integrate with? If yes, please provide a brief description of how this integration will occur.	DHHS does have a IVR but Awarded Contractor(s) systems will not need to intergrate into the DHHS IVR.
254	V.C. Scope of Work	29	Please confirm the Contractor is not responsible for providing live chat services.	No chat services are required.
255	V.C. Scope of Work	29	Please confirm the Contractor is not responsible for providing services via text message or SMS.	No text messaging is required.
256	V.C. Scope of Work	29	Are email services included as part of back-office tasks? If so, will the Contractor generate the emails directly from the State's systems or through the Contractor's systems?	No, email services are not included as part of back-office tasks. Email may be used to for escalating calls.
257	V.C. Scope of Work, 5. Deliverables	33	Please explain what is meant by "SOP Read-out."	SOP Read-out is a DHHS review of the Awarded Contractor(s) documented standard operating procedures.
258	Attachment 4 Cost Proposal	N/A	Based on the cost proposal, please confirm that the Contractor will not receive any calls with an AHT of less than 11 minutes.	This is an average handle time so Awarded Contractor(s) may receive an individual call that is less than 11 mins but total calls will not average less than 11 minutes.
259	Attachment 4 Cost Proposal	N/A	Based on the cost proposal tier 1, please confirm that the Contractor will receive a minimum of each service based on the low end of tier one (at least 6,000 calls with an AHT of 11-15 minutes, a minimum of 1,400 outreach calls with an AHT of 8:00-12:00 minutes, etc.).	For the inbound calls the Awarded Contractor(s) will receive a minimum of each service based on the low end of tier one. For the outbound and back office, if the Awarded Contractor(s) receives any, the volume will be at least on the minimum tier.
260	Attachment 4 Cost Proposal	N/A	Please confirm that all back office transactions can be measured in the AHT units in the cost proposal for that service (i.e., 4-8 minutes).	Yes, the Awarded Contractor(s) will have to measure all back office transactions in the AHT units presented in the cost proposal for that service and provide those numbers to DHHS for invoicing.
261	Attachment 4 Cost Proposal	N/A	Please indicate under which cost proposal component the labor associated with outbound mail is compensated.	If the Bidder is referring to the return mail that would be under the back-office work. If the Bidder is referring to mailing the application from an inbound calls, those would need to include that labor cost into the cost per call submitted in the proposal.
262	Attachment 6	N/A	How many CSRs currently are employed at each of the augmented call centers?	See Question 123.
263	Attachment 8	N/A	What has caused the sudden peak in monthly call volume in June and July 2022?	The peak in monthly call volume in June and July 2022 is due to a new product being added to the contractors. That volume is the new expected monthly volume going forward.
264	Attachment 8	N/A	Does the monthly call volume in Attachment 8 reflect call volumes of the ACCESSNebraska Project collectively, or does it reflect call volumes of individual CSCs?	Attachment 8 includes the total inbound volume for this RFP.
265	Section III., Contractor Duties	19	Solicitation Statement: Section A. 7th Paragraph: If the Contractor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the contractor's proposal. The Contractor shall agree that it will not utilize any subcontractors not specifically included in its proposal in the performance of the contract without the prior written authorization of the State. Question: Should the time allocation for subcontractors be listed as a percentage of the total work effort or is an estimate of the hours preferred? Is there a limit on percentage of work that can be performed by subcontractors? Any other considerations that the bidders should be aware?	Bidder's must submit proposals reflective of the entirety of the Bidder's plan.
266	Section V., Subsections	29	Solicitation Statement: The State of Nebraska is issuing this Request for Proposal (RFP) to solicit proposals from qualified bidders to provide additional call center support services for ACCESSNebraska. The State of Nebraska requires additional customer service resources to answer inbound calls and/or perform customer outreach activities including providing back-office processing services. Bidder must submit proposals to provide all services.	
	A. Project Overview & Subsection		AND	
	Project Environment		Currently the CSCs:	
			- Receive between 51,000 (fifty-one thousand) – 68,000 (sixty-eight thousand) incoming calls a month.	

			<ul style="list-style-type: none"> Receive 5,200 (five thousand two hundred) -6,700 (six thousand seven hundred) calls per day, on the peak days of the month. Peak day(s) are generally the first week of the month and the day after a holiday. The average length of a call is 12 (twelve) to 30 (thirty) minutes. 	
			<p>Question: This is the existing volume. RFP seems to indicate the current CSCs will remain in operation, and the selected vendor will simply assist with daily operations. Can the State estimate what percentage of the total volume will be routed to the vendor?</p>	The volume for this RFP is in Attachment 8.
267	Section V., Subsection C: Scope of Work	30	<p>Solicitation Statement: The call center and remote workers shall all be located within the United States.</p> <p>Question: Does a call center in Puerto Rico, a territory of the United States, meet this requirement?</p>	No. Puerto Rico does not meet this requirement.
268	Section V., Subsection C: Scope of Work	30	<p>Solicitation Statement: Section 1 - Business Requirements, item 1: a. Contractor must adhere to all DHHS and Nebraska Information Technology Commission (NITC) security standards and policies. Links are found here: https://dhhs.ne.gov/Documents/Information%20Technology%20(IT)%20Security%20Policies%20and%20Standards.pdf and https://nitc.nebraska.gov/standards/index.html</p> <p>Question: In addition to the standards and policies listed in the link and the RFP document, are there any other technical considerations that the bidders should be aware of to better respond to the State's request?</p>	No.
269	Section V., Subsection C: Scope of Work	29	<p>Solicitation Statement: Contractor will provide outreach services for individuals seeking ACCESSNebraska services; vendor will provide outbound calling and back-office processing services to assist in the completion of application(s). Outreach will include but not limited to tasks such as scheduling appointments for interviews and processing returned mail. Back-office processing is work the Contractor would be assigned to support some aspect of ACCESSNebraska. The work includes but not limited to tasks like data entry, data lookup, document indexing or document scanning.</p> <p>Question: While Call Center work is site agnostic, some of the other functions described here (and in other places) – such as document scanning, and processing returned mail – would appear to require at least some of the vendor staff be present at State facilities. Can the State estimate how much of the work needs to be onsite vs. remote?</p>	No, vendor staff will not be in State facilities. Contracted work will be done in contractor's facilities.
270	Evaluation Criteria	1	What call volumes and handle times will be used for purposes of cost evaluation?	Bidders will complete the entire Cost Proposal Sheet.
271	Evaluation Criteria	1	Will One Time and Pass Through Costs be considered as part of the cost evaluation? Please provide historic data and an estimate of the anticipated volume and cost of printing and postage expenses.	Yes, all costs will be considered in cost evaluation. In October 2022 there were about 93,000 pages printed. Postage expenses are pass-thru.
272	Attachment 04 Cost Proposal Sheet	N/A	In the 'Cost per Call' pricing tables, column 'C' is labeled as 'Average Handle Time (AHT)'. Does this indicate that all calls handled within the month are averaged and fall a single band (A – E)? Or is each handled call counted so that Contractor may receive payment for more than one band per month (e.g., 7,000 inbound calls between 11 and 15 minutes, and 2,000 inbound calls between 20 and 25 minutes)?	All current inbound call volume will be categorized under A. Contractor will be paid according to the tier based on call time. There are some additional future projects with longer AHT that will fit in B-E
273	RFP Section I.C Schedule of Events	2	What is the expected operations go-live date?	The current contracts end in April 2023.
274	RFP Section V.B Project Environment	29	Who are the current vendors performing the current contracted call centers and their contract end dates?	See Questions 2 and 273.
275	RFP Section V.B Project Environment	29	How does the state envision distributing work across the 5 CSCs, contracted call centers and mailrooms and to the awarded vendor for this SOW?	Call volume will be distributed to ensure the best service possible for DHHS clients.
276	RFP Section V.B Project Environment and V.C Scope of Work	29-30	Can you please provide volumes, handle times, and distribution via program area for each of the following: inbound calls and outbound calls for the 12 months prior to the declaration of the COVID-19 public health emergency? If not available, please provide current.	See Attachment 8. The outbound volume is new. In October, 2022 there were just over 3,600 calls.
277	RFP Section V.C Scope of Work	29	What is the monthly volume of documents that need to be scanned and/or indexed?	Scanning documents is not a requirement of this RFP.
278	RFP Section V.C Scope of Work	29	<p>Can you please provide the breakdown of the number of the following people:</p> <ul style="list-style-type: none"> - Medicaid - Supplemental Nutrition Assistance Program (SNAP) - Aid to Dependent Children (ADC) - Aid to Aged, Blind and Disabled (AABD) Payment - Low Income Home Energy Assistance Program (LIHEAP) - State Disability Program - Child Care Subsidy - Refugee Resettlement Program - Social Services for the Aged and Disabled (SSAD) - Any others? 	The resources are shared among these programs.
279	RFP Section V.C Scope of Work	29-30	How many staff are currently in place to complete the scope of work outlined in this RFP?	115 FTE are currently outsourced but the entire scope of work in this RFP is not being done by the current contractors.
280	RFP Section V.C, Scope of Work and V.C.1.h, Business	29-30	Portions of the back-office work described in the Scope of Work section request pricing for printing tasks. Section V.C.1.h identifies the contractor's responsibility for supplying agents with appropriate equipment.	
281	Requirements		If this is the Contractor's responsibility, please provide minimum specifications for the required printers.	Printing is a requirement for this RFP. In October there was about 93,000 pages printed.
282	RFP Section V.C.1.b Business Requirements, Routing	30	How will calls be routed? Will they route to overflow at a certain volume?	It will be routed by DHHS as a percent allocation
283	RFP Section V.C.1.c Business Requirements, ASA	30	RFP states, "Contractor must answer calls with a maximum Average Speed of Answer (ASA) of five (5) minutes." What is the timeframe for this standard (i.e. weekly, monthly)?	This is a monthly average
284	RFP Section V.C.1.1 Business Requirements, Training	30	How many days or weeks is the Train the Trainer method expected to take?	The Train the Trainer is expected to take 2-4 days.
285	RFP Section V.C.1.t Business Requirements, Mailing	31	What is the volume of outgoing mail broken down by type? What is the volume of Returned mail? Will letters be received in batch or printed on-demand?	Outgoing mail is estimated at 93,000 pages. Returned mail is a future project and no data is available. The printing for mailing is on-demand.
286	RFP Section V.C.4 Pricing Structure	33	How does the state define a handled contact?	DHHS defines a handled contact as the call and after work completed.
287	RFP Section V.C.4 Pricing Structure	33	It appears based on the table that the vendor will not be paid for calls that are less than 11 minutes or if the volume of calls do not reach the minimum number in the tier. Is this the state's intent? Is the vendor guaranteed to receive the minimum number of calls outlined in the table?	See Question 39.
288	RFP Section V.C.4 Pricing Structure	33-34	Would the state consider alternative pricing structures?	Alternative pricing structures will be deemed non-compliant and will not be considered.
289	RFP Section V.C.5.a.xiii Deliverables, Third Party IT	34	This requirement specifies "3rd party security attestation". Can the state please provide the specific type of security audit they are requiring for this scope of work.	This is a 3rd party audit of the Contractor to evaluate the contractor's compliance with the all of the physical and IT security in the fulfillment of the resulting contract.
			May the State please consider the following adjustments to the insurance language?	The State will only negotiate terms and conditions with the awarded Bidders.
			The Contractor shall throughout the term of the contract maintain insurance as specified herein and provide the State a current Certificate of Insurance/Acord Form (COI) verifying <u>evidencing</u> the coverage.	

			<p>1. Provide equivalent insurance for each subcontractor and provide a COI verifying the coverage for the subcontractor;</p> <p>2. Require each subcontractor to have equivalent insurance and provide written notice to the State that the Contractor has verified evidence that each subcontractor has the required coverage; or,</p> <p>In the event that any policy written on a claims-made basis terminates or is canceled and not renewed or replaced during the term of the contract or within five (5) years of termination or expiration of the contract, the contractor shall obtain an extended Notwithstanding any other clause in this Contract, the State may recover up to the liability limits of the insurance policies required herein. If the Contractor carries higher limits than are required herein, the higher limits shall be available to pay covered claims.</p> <p>1. WORKERS' COMPENSATION INSURANCE The COI shall contain the mandatory COI subrogation waiver language found hereinafter or contain the actual endorsement attached.</p> <p>2. COMMERCIAL GENERAL LIABILITY INSURANCE The Contractor shall take out and maintain during the life of this contract such Commercial General Liability Insurance as shall protect Contractor and any Subcontractor performing work covered by this contract from claims for damages for bodily injury.</p> <p>The Commercial General Liability Insurance shall be written on an occurrence basis, and provide Premises/Operations, Products/Completed Operations, Independent Contractors, Personal and Advertising Injury, and Contractual Liability coverage. The</p> <p>REQUIRED INSURANCE COVERAGE</p> <p>COMMERCIAL GENERAL LIABILITY</p> <table border="1"> <tr> <td>Contractual Liability</td> <td>Included</td> </tr> <tr> <td>XCU Liability (Explosion, Collapse, and Underground Damage)</td> <td>Included (Maximus is not performing construction nor industrial work)</td> </tr> <tr> <td>Abuse & Molestation</td> <td>Included</td> </tr> </table> <p>If higher limits are required, the Umbrella/Excess Liability limits are allowed to satisfy the higher limit.</p> <p>UMBRELLA/EXCESS LIABILITY</p> <table border="1"> <tr> <td>Over Primary Commercial General, Automobile, and Employers Liability Insurance</td> <td>\$5,000,000 per occurrence</td> </tr> </table> <p>COMMERCIAL CRIME</p> <table border="1"> <tr> <td>Crime/Employee Dishonesty Including 3rd Party Fidelity Loss</td> <td>\$1,000,000</td> </tr> </table> <p>CYBER LIABILITY</p> <table border="1"> <tr> <td>Breach of PII or PHI Privacy, Security Breach, Failure to Secure a Computer System, Denial of Service Attacks, Remediation, Regulatory Fines and Penalties related to a breach of PII or PHI, Introduction of Malicious Code, and to restore, recreate and recollect electronic data or to determine whether electronic data can or cannot be restored, recreated or recollected; and Media Content Liability</td> <td>\$10,000,000</td> </tr> </table> <p>MANDATORY COI SUBROGATION WAIVER LANGUAGE "Workers' Compensation policy shall include a waiver of subrogation in favor of the State of Nebraska." Waiver of Subrogation granted in favor of Certificate Holder in accordance with policy provisions of General Liability, Automobile Liability, Professional MANDATORY COI LIABILITY WAIVER LANGUAGE "Commercial General Liability & policy shall name the State of Nebraska as an Additional Insured and the policies shall be primary and any insurance or self insurance carried by the State shall be considered secondary and non-contributory as additionally</p> <p>3. EVIDENCE OF COVERAGE The Contractor shall furnish the Contract Manager, with a certificate of insurance coverage complying with the above evidencing the insurance policies and limits required herein requirements prior to beginning work.</p> <p>These certificates of insurance or the cover sheet shall reference the RFP number, and the certificates shall include the name of the company, policy numbers, effective dates, dates of expiration, and amounts and types of policies including required.</p> <p>Reasonable notice of cancellation of any required insurance policy must be submitted to the contract manager as listed above when issued and a new coverage binder shall be submitted immediately to ensure No break in coverage. Contractor's insurers Who are the incumbents?</p>	Contractual Liability	Included	XCU Liability (Explosion, Collapse, and Underground Damage)	Included (Maximus is not performing construction nor industrial work)	Abuse & Molestation	Included	Over Primary Commercial General, Automobile, and Employers Liability Insurance	\$5,000,000 per occurrence	Crime/Employee Dishonesty Including 3rd Party Fidelity Loss	\$1,000,000	Breach of PII or PHI Privacy, Security Breach, Failure to Secure a Computer System, Denial of Service Attacks, Remediation, Regulatory Fines and Penalties related to a breach of PII or PHI, Introduction of Malicious Code, and to restore, recreate and recollect electronic data or to determine whether electronic data can or cannot be restored, recreated or recollected; and Media Content Liability	\$10,000,000
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290			Does DHHS wish to outsource all of the calls, not handling them internally? Or is this overflow calls only?	No, DHHS will still handle part of the total call volume. DHHS will allocate the volume to ensure DHHS clients get the best service available.											
291	V.B	29	In regards to the pricing structure for Inbound E , if calls exceed a handle time of 35:00 minutes, do those calls fall into this category?	DHHS does not have a product that exceeds the 8:00 minute handle time threshold at this time.											
292	V.B	29	In regards to the pricing structure for Outreach A , if calls fall below a handle time of 8:00 minutes, do those calls fall into this category?	Yes, the Awarded Contractor(s) would bill for the minimum tier.											
293	V. C 4	33	In regards to the pricing structure for Outreach C, if calls exceed a handle time of 20:00 minutes, do those calls fall into this category?	See Question 291.											
294	V. C 4	33	In regards to the pricing structure for Back Office Processing A , if processing falls below a handle time of 4:00 minutes, do those items fall into this category?	See Question 292.											
295	V. C 4	33	In regards to the pricing structure for Back Office Processing C, if processing exceeds a handle time of 16:00 minutes, do those items fall into this category?	See Question 291											
296	V. C 4	33	What system is utilized/required for scheduling appointments? Does DHHS provide this system or should this be included in the pricing?	DHHS does not currently schedule appointments.											
297	V. C 4	33	Is there a required CRM type/brand that should be utilized? Does DHHS provide the CRM or does this need to be included in the overall pricing?	No CRM type/brand is required. This is for reporting purposes and the Awarded Contractor(s) are required to have the ability to provide the reporting.											
298	V.C	29	What are the criteria to the quality evaluation tool to gain approval by DHHS?	The quality evaluation tool must be able to measure Awarded Contractor(s) quality. DHHS is flexible about using contractors current tools as long as it is agreed to and meets the requirements of the RFP.											
299	C.1.g	30	What are the requirements inside of the Weekly report of QA monitoring metrics?	The requirement of the Weekly report of QA monitoring metrics will be determined in conjunction with DHHS.											
300	C.1.x	31	What are the requirements inside of the QA calibration reporting metrics?	The requirement of the QA calibration reporting metrics will be determined in conjunction with DHHS.											
301	C.2.f	31	Are the items listed as deliverables for start up due after the award, or to be included with the RFP submission?	The items listed as deliverables for start up the contract are due after the contract(s) are awarded.											
302	C.2.h	32	To what organizational level do you want the team mapped out and resumes submitted?	Bidder will respond with sufficient detail to respond to the requirements of the RFP.											
303	C.5.	33	Would you consider alternate pricing models apart from per call?	See Question 8.											
304	VI.A.1.i	36-37	Please provide the proposal due date and time if different than the Proposal Opening date and time.	The amended schedule is posted on the website with the RFP. Any additional schedule changes will be posted on the website with the RFP.											
305	RFP 113578 O3	Attachment 4 Cost Proposal Sheet	Due to the complexity of the pricing model and response date of the answers to questions, please provide an extension to the proposal due date of 2 weeks.	See Question 304.											
306	I.C.	2	Please advise the number of phone agents currently staffed by the current contracted call centers.	Current FTE at the contracted call centers is 115.											
307	I.C.	2	Please provide the volume of calls the two augmented contracted call centers receive and answer per month for the past twelve months	See RFP Attachment 8.											
308	V.B.	29	Please provide the names of the 2 contracted call center vendors.	See Question 2											
309	V.B.	29	Please advise if this is a re-procurement of the current 2 augmented call centers or are you looking to add another call center contractor in addition to the 2 contracted call centers vendors you have today?	The current contracts end April 2023. This RFP is to replace the current contracts.											
310	V.B.	29	Attachment 8 appears to only reflect an average monthly volume of 31,000 to 38,000 calls per month. Please clarify this discrepancy?	The 51,000-68,000 calls include the contractors volumes which is attachment 8 and DHHS call volume.											
311	V.B.	29	Attachment 8 reflects a high-volume day as 3,148. Can you please clarify this discrepancy?	There is no discrepancy. The volume is highest at the beginning of the month.											
312	V.B.	29	Has your contact center including the 2 contact center vendors experienced any call blockage over the past 2 years? If so, please provide the % of calls blocked by month for the past 2 years.	No, call blockage has not been reported.											

313	V.B.	29	Please advise the reason for the significant increase in call volume between 2021 and 2022. Do you expect volumes to continue to rise in 2023?	The contractors started a new product in April of 2022. Volume is expected to continue similar to May-July 2022.
314	V.B.	29	Can you please provide the historical volumes of outreach phone calls? What is the expected volume of the contracted vendor?	The outreach phone calls is a new offering October's volume was a little over 3,600 calls.
315	Attachment 8		Are you looking for the bidders to include an automated outbound dialer in their solution, or will the work be assigned in a work queue for the agent to place the outbound calls directly?	No dialer is required. The work will be assigned and the agent will place the outbound call.
316	V.C.	29	Please provide the average volumes of inbound mail the contractor will need to scan per month.	The Awarded Contractor will not scan inbound mail.
317	V.C.	29	Please identify the system the contractor will use to index inbound documents? Or, are you looking for the bidder to propose a document management system?	Not applicable. See Question 316.
318	V.C.	29	Will contractor need to pick up mail at a PO box owned by the Department or does the vendor need to furnish a PO box for inbound mail?	Not applicable. Awarded Contractor(s) will not need to pick up mail at a PO box owned by the Department. The Contractor is not required to receive inbound mail as a part of this RFP.
319	V.C.	29	Will the contractor's scanning solution need to include Optical Character Recognition and/or Intelligent Character Recognition?	Not applicable.
320	V.C.	29	Please provide the historical volumes of returned mail received by month.	Not applicable. The Awarded Contractor(s) will not receive returned mail from the public.
321	V.C.	29	Will document images be stored in the State's document management system? Or, do you expect the bidder to propose a document management system?	Not applicable. The Awarded Contractor(s) will not be required to provide document storage.
322	V.C.	29	If the documents are stored in the State's document management system, please tell us the name of the State's solution	Not applicable.
323	V.C.	29	Please provide the expected volume of returned mail to be processed by the contractor?	Not applicable.
324	V.C.	29	Please advise if the contractor is expected to provide the PO box for return mail, open mail and scan the return mail or will these tasks be routed to the contractor electronically within the State's system?	See Question 320.
325	V.C.	29	Please confirm you intend for the bidders to propose their own Telephony software and equipment and will not use the State's Telephony solution.	Yes, the Bidders are to propose their own Telephony software and equipment and will not use the State's Telephony solution.
326	V.C.	29	If the State intends the bidders to propose their own Telephony solution and the contractor is responsible for contractor is required to provide the 800 number for call routing, please help us reconcile how the State will furnish the telephone lines?	The contractor will supply the telephone lines. DHHS will route the calls to the Awarded Contractor's 800 number.
327	V.C.1	30	Please advise if the contractor should include any system integrations between their CRM and State systems? If so, how many State systems will the contractor need to integrate with?	No, the CMS is for reporting purposes and the contractor will supply the reports to DHHS.
328	V.C.1.c	32	Please provide the expected volume of documents including changes and applications to be printed and mailed to customers monthly.	In October 2022 there were about 93,000 pages printed and mailed.
329	V.C.1.g	30	What is the average number of pages per document mailed to customers?	We do not have data on the number of pages per document mailed to customers. That data is not tracked. One month's data shows between 12 - 16 pages were mailed to each client.
330	V.C.1.u.	31	Is printing duplex or simplex?	Printing can be duplex or simplex.
331	V.C.1.u.	31	For printed documents, what are the various envelope sizes required? How many documents are mailed monthly by envelope size?	Current envelopes being used are 6x9 Standard Return-Left Hand Window and 6x9 BRM but envelope configuration could change in the future.
332	V.C.1.u.	31	See answer in Question 328.	See answer in Question 328.
333	V.C.1.u.	31	How will the vendor access this QA Form, will we access the Department's Quality Management Tool to score and evaluate agent performance?	DHHS is flexible on the form as long as it has the agreed upon information. DHHS is open to using what the contractor has already developed.
334	V.C.1.u.	31	Please confirm the bidders do not need to propose a quality management system to evaluate and score agent performance outside of proposing a call recording solution.	No, a quality management system is not required. The requirement is to monitor 5 calls from each worker.
335	V.C.1.v.	31	Can you please provide bidders a bit more detail on this requirement?	
336	V.C.1.v.	31	a) Is the contractor responsible for capturing the voice signature using our call recording solution?	Yes, the voice signature is a part of the recorded call.
338	V.C.3.f.	32	b) Once the voice signature is captured, are there any expectations that the vendor splice the recording and attach it to the CRM record for preservation and linkage to the customer's account?	No. There is No requirement for the Contractor to splice the recording and attach it to the CRM record for any reason.
			c) Of, is the contractor responsible for splicing the voice signature and capturing metadata so that the Department can attach it to the customer record in your system?	No. The Contractor is not responsible for splicing the voice signature and capturing metadata so that the Department can attach it to the customer record in the system.
			Please advise the current length of agent training?	Agent training is 3-5 days long.
			Please define what is meant by most frequently used resources and how this reporting category is captured by the contractor.	The most frequently used resource is referring to locating a new address. The contractor can determine how they are going to capture this.
339	V.C.3.h.	32	Please confirm this reporting element relates to outbound call attempts for outreach purposes.	Section V.C.3.h. provides information about the DHHS responsibility to provide training materials and train-the-trainer sessions.
340	V.C.2.c.iv.	32	Please confirm this reporting element is intended to capture the number of times an outreach/outbound call to a customer was attempted.	DHHS needs to know how many attempts are made to contact clients in outreach activities. Awarded Contractor(s) will need to tell DHHS how they will accomplish this.
341	V.C.2.c.vi.	32	What is the current distribution percent of calls at the varying AHT ranges for inbound items A, B, C, D, and E?	A is for our current inbound calls. B,C,D and E are for some projects that we are looking to implement.
342	V.C.2.c.vii.	32	What is the current distribution percent of back office tasks at the varying AHT ranges items A, B, and C?	Not Applicable, these are for future projects that DHHS is considering.
343	V.C.4.	33	What is the current distribution percent of outreach tasks at the varying AHT ranges for inbound items A, B, and C?	The current contract is setup differently so we are not tracking AHT for our outreach programs currently
344	V.C.4.	33	What percent of total calls received are expected to be routed to the awarded contractor(s)?	Attachment 8 is the volume that will be routed the the awarded contractors
345	V.C.4.	33	Please define the invoicing method for inbound calls by AHT A, B, C, D, and E. Will the contractor invoice for each call handled within that AHT band for each given day?	The current inbound calls are under A. So for example a contractor handles a total for the month 18,000 calls at 11:00 AHT we would use tier II for invoicing
346	V.C.4	33	Please define the invoicing method for each of the volume tiers. For instance, if the monthly call volume falls into Tier 3 volume category, will the vendor invoice the rate established for the aggregate volume of calls handled in that month for each AHT band at the associated tier 3 rate?	See Question 345.
347	IV.C.	33	Please define how the contractor would invoice if call volumes fall below the minimum in Tier 1?	The current projection is for calls to increase over time.
348	IV.C.	33	Please define how the contractor would invoice if call volumes fall above the maximum in Tier 3.	If higher volume tiers are needed, DHHS and the Awarded Contractor(s) would negotiate the cost per call and amend the contract by mutual agreement.
349	IV.C.	33	Please define how the contractor would invoice if calls are handled below or above the AHT bands provided in the cost proposal?	If the calls are below the AHT bands DHHS would pay at the lowest tier. If the AHT would increase above the bands due to product changes DHHS and the Awarded Contractor(s) would amend the contract by mutual agreement, provided that the additional AHT is not due to low performance. If the AHT is due to low performance, DHHS will require a corrective action plan from the Awarded Contractor(s) to rectify the low performance.
350	IV.C.	33	Based upon language in the RFP, it appears that calls will be routed to the contractor from the State's existing Telephony infrastructure. Please confirm that the State currently maintains the self-service IVR within the State's Telephony infrastructure and you are really only asking the contractor to provide a Telephony ACD.	Yes, the IVR is maintain by the State and the Awarded Contractor(s) will only provide a Telephony ACD.
351	IV.C.	33	If the State requires the contractor to furnish a self-service IVR, please provide the current IVR call flow and scripting.	No, the State does not require a self-service IVR.
352	V.C.5.vii.	34		
353	V.C.5.vii.	34	b) How many State systems must the IVR integrate with?	Not applicable. See Question 351.
354	V.C.5.vii.	34	Please elaborate on the scope of work requiring the contractor to deliver an email platform?	The contractor may need to escalate situations to DHHS and there is an email process to do that.
355	V.C.5.viii.	34	Will contractor use an email platform to communicate with directly with customers?	No, the Contractor(s) would use email to communicate with DHHS.
356	V.C.5.viii.	34	Will contractor receive inbound emails directly from the customers via an email platform?	No.
357	V.C.5.viii.	34	Will contractor send outbound messages to customers via email in performing outreach responsibilities?	No.
357	V.C.5.viii.	34	Please describe your approach for calculating the lowest cost.	The lowest cost will be calculated from the all of the pricing provided by the Bidder.

358	V.C.5.viii.	34	Will implementation costs be included in the cost evaluation?	Yes, implementation costs will be included in the cost evaluation.
359	Evaluation Criteria, Part 4.1.	1	Will print and mail cost be included in the evaluation?	Print costs will be included in the evaluation. Mail cost is a pass through and will not be evaluated.
360	Evaluation Criteria, Part 4.1.	1	The incumbent(s) likely have significant insight into the expected volumes by tier and AHT. Please explain how you intend to neutralize the incumbent(s) advantage in scoring evaluation.	The current contractor(s) are not compensated by Tier.
361	Evaluation Criteria, Part 4.1.	1	Can Bidders exclude signed forms, attachments, tables of content, etc. from the consecutive numbering requirement?	Yes.
362	Evaluation Criteria, Part 4.1	1	Opposed to pulling the Proprietary information from the volume, would the state allow us to provide a redacted version of our proposal?	No, follow the instructions in the RFP.
363	I (H) 4	4	May bidders include a Cover Letter with Form A and Form B to follow? If not, where does the State want Forms A&B to be placed in our proposal?	Yes, bidders may include a Cover Letter with Form A and Form B to follow.
364	Scope of Service	i	Due to the size of Financials Statement which can be over 200 pages, can the bidder supply a hyperlink versus large reports.	Bidders may supply a hyperlink to their Financial Statements as long as the State can get the document information and it remains available throughout the evaluation and award of the contract(s).
365	VI	35	For Attachment 3, Can the bidder add our Headers and Footers to this attachment.	The bidder may not add Headers and Footers to Attachment 3.
366	VI A-1.b	35	Does State want bidders to include Sections II- IV as appendices to our Solution/Technical Proposal. If not, please advise as to where they should reside in the proposal response.	Yes, the State requires bidders to include Sections II through IV with their responses.
367	VI A-3	37	Please advise if our CRM will house customer information and if we are required to link the call documentation to the specific customer record in our CRM	No, The Awarded Contractor's CRM will not house customer information.
368	General	-	1) If so, what is the record locator?	Not applicable.
			Or, are we simply documenting the category for each call.	Yes, The Awarded Contractor will document the category for each call in the CRM.
369	V.C.g.	30	If we are required to house customer information in our CRM, please define the method for importing the customer's information from the State's system(s). Will you provide a real time API or will we import a batch file?	Housing the customer information in your CRM is not a requirement.
			If we import via batch, please provide the frequency.	Importing via batch is not a requirement of this RFP.
			Please provide volume estimates of inbound and outbound emails to customers expected to be handled by the contractor(s) by month	Not applicable.
370	V.C.5.viii.	34	Please further define the requirement for a Quality Assurance System.	The Quality Assurance System will be implemented through the evaluation of recorded calls to accomplish requirements of Section V.C.1.x.
371	I.C.11	2	a) Is this in addition to a call recording system?	A call recording system is the method of evaluation for the quality assurance system.
372	V.C.5.ix.	34	Based upon the Attachments 5 and 6, you expect the Contractor(s) to use existing quality assurance evaluation forms and scoring tools. Do you expect bidders to include a quality management system that mirrors the forms and scoring mechanics in RFP Attachments 5 & 6 to score, evaluate and report on quality assurance activities or will use use a State provided existing Web Form?	Attachment 5 and 6 are examples. DHHS is open to looking at the contractors existing forms and scoring and using them if it meets the needs
			Please provide the number of DHHS users who will need view only access to the Contractor(s) ACD solution? Is DHHS open to utilizing digital methods of quality evaluation in this process? I.e., using speech and text analytics to evaluate all or part of the required evaluation questions.	Up to ten (10) DHHS users will need view only access to the Contractor(s) ACD solution. DHHS would be open to looking at the Awarded Contractor(s) current Quality Assurance processes.
373	V.C.1.o C1x	30 31	1. What is the preferred method of connecting with DHHS's internal business systems (endpoint device virtual private network (VPN) connection, site-to-site VPN, or some other path)?	See Question 240.
374	V. Project Description and Scope of Work 3. State Requirements	Page 32	2. Will agents need a unique telephone number (Direct Inward Dialing (DID)) to leave with customers?	No.
376	V. Project Description and Scope of Work 1. Business Requirements	Page 30	3. Will agents need to receive voice mail?	No.
377	V. Project Description and Scope of Work 1. Business Requirements	Page 30	4. Is there required training beyond new-hire training? If so, what is the frequency and duration?	If a new product is established there would be additional training required and would be invoiced at the hourly training rate provided on the cost sheet. Any training required due to Quality calibration sessions would be at the Contractor(s) discretion and expense.
378	V. Project Description and Scope of Work 1. Business Requirements ACCESSNebraska Base Curriculum	Page 32-33	5. Is training for call center work outlined completely on pages 32-33 or is there additional training required?	Complete training outlines are for inbound calls are provided. The Awarded Contractor(s) will include some in-house training components.
	V. Project Description and Scope of Work 1. Business Requirements ACCESSNebraska Base Curriculum	Page 32-33	6. What technology is needed to support the delivery of training content?	DHHS will provide access to the DHHS training system and the Awarded Contractor(s) will develop training in their own format based on the DHHS training.
380	V. Project Description and Scope of Work 3. State Requirements	Page 32	7. What system are images being captured on? An imaging repository DHHS is providing or using the Vendors system?	The Awarded Contractor will not be capturing images as part of the fulfillment of the contract.
381	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	8. Is only imaging work on physical incoming documents? Email? Web? Fax?	See Question 380.
382	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	9. What is the volume of scanning/indexing? Daily average or monthly average number of pages?	See Question 380.
383	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	10. How many different documents/letters from an indexing standpoint?	See Question 380.
384	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	11. Will we be required to capture an image of all outgoing correspondence to customers?	See Question 380.
385	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	12. Will the DHHS system be providing a print ready file that needs to be mailed to customers? What format?	Yes, DHHS will provide document(s) in PDF format.
386	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	13. What is the volume of letters/documents being printed daily/weekly/monthly?	In October 2022, approximately 93,000 pages printed.
387	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	14. How many different letters and documents does DHHS have in use?	The Awarded Contractor(s) for this RFP will be sending out printed copies of blank benefit applications or completed/updated benefit applications.

388	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	15. Any requirements on email communication of correspondence?	Email is only required for communication with DHHS.
389	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	16. Are the pre-printed envelopes with the DHHS Logo and not a postal permit on the envelope?	Yes, the envelopes have the DHHS logo and do not have a postal permit on the envelope.
390	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	17. How many different envelopes does DHHS have? What does the Inventory look like? Who is responsible for envelope inventory?	Currently, DHHS uses a 6x9 Standard Return-Left Hand Window and 6x9 BRM envelope. DHHS will ship the envelope inventory to the Awarded Contractor(s) facilities and will schedule a delivery every 3-6 months. DHHS is able make special orders if necessary.
391	V. Project Description and Scope of Work C. Scope of Work	Page 29-30	What is/are the name(s) of the current CSC's providing the call center services? Will the State please share a copy of the current CSC's contracts for call center services?	See Question 2. The current contracts are available on the "State Contract Database."
392	General	NA	Are the existing CSC vendors, those providing services today, required to respond to this RFP or does their contract term expire after December 2022?	Yes, the current contractors are required to respond to this RFP. The current contracts expire in April, 2023.
393	General	NA	The State references, "each evaluation category will have a maximum point potential". Please confirm the number of points allocated to each section: Corporate Overview, Solution Approach, Required Bidder Responses, Cost Proposal, and potential Oral Interviews/Presentations and/or Demonstrations.	Please see the "Evaluation Criteria" posted with the RFP. No additional evaluation information will be provided to Bidders.
394	General	NA	Please clarify the relevance of "Cash discount periods". Is this a discount offered to the vendor or a discount offered to the State?	Cash discounts may be offered by Bidders for invoice payment terms of less than thirty (30) days from invoice, but is not required.
395	Section I, Procurement Procedures, Item "P"	Pg. 6	With regard to the last sentence of paragraph 1, "The resulting contract may not be an exclusive contract as the State reserves the right to contract for the same or similar services from other sources now or in the future," please define "sources".	Sources: a place, person, or thing from which something comes or can be obtained.
396	Section I, Procurement Procedures, Item "W"	Pg. 8	With regard to the last sentence of paragraph 1, "The resulting contract may not be an exclusive contract as the State reserves the right to contract for the same or similar services from other sources now or in the future," if multiple contracts are awarded, how is the volume of calls divided amongst the vendors?	Calls will be allocated by a percentage by DHHS. DHHS will adjust the percentage to ensure the best service to our clients.
397	Scope of Service, paragraph #1	Pg. 1	The Project overview, second sentence reads, "The State of Nebraska requires additional customer service resources to answer inbound calls and/or perform customer outreach activities including providing back-office processing services", what is the anticipated volumes of calls to be handled by the "additional customer services resources" in which this procurement is seeking? Attachment 8 references the current volumes on a monthly and daily basis, however, bidders need to understand the anticipated increase in volumes.	Attachment 8 illustrates the volume that will be routed to the Awarded Contactor(s). The price structure incorporates possible increased volumes.
398	Scope of Service, paragraph #1	Pg. 1	Is the vendor required to conduct the scanning of inbound mail or will the scanning be conducted by ACCESSNebraska staff?	See Question 380.
399	Section V. Project Description and Scope of Work, Item A, Project Overview	Pg. 29	What type of applications are services supporting? Please provide an example to allow bidder to understand the complexity of the document and required assistance.	The programs are listed in Section V. A. Project Overview of the RFP.
400	Section V, Project Description and Scope of Work, Item B, Project Environment	Pg. 29	Please define the definition of a preprinted envelope. Please provide a sample of a preprinted envelop to all bidders to understand the content written on the envelope. For example: does a preprinted envelope include the States logo, return address and preprinted postage value?	See Question 390.
401	Section V. Project Description and Scope of Work, Item #C, Scope of Work	Pg. 29	Please confirm what "lists or other electronic means" to receive assigned work means.	DHHS will provide lists via email or other electronic means, i.e. Sharefile.
402	Section V. Project Description and Scope of Work, Item #C, Scope of Work	Pg. 29	Please confirm that all State system referenced are web based to allow vendor access.	See Question 240.
403	Section V. Project Description and Scope of Work, Item #C, Scope of Work	Pg. 30		
404	Section V. Project Description and Scope of Work, Business, Item C-1, "d"	Pg. 30	Does this refer to demographic change information only? How often are these items requested in previous offerings?	Any information for the completion or update of a benefit application may be entered into AccessNebraska. The State does not have enough information to answer "How often are these items requested in previous offerings."
406	Section V. Project Description and Scope of Work, Business, Item C-1, "t"	Pg. 31		The Awarded Contractor(s) will only receive mail from DHHS.
407	Section V. Project Description and Scope of	Pg. 31	Please provide historical outbound mail volumes by type daily and or monthly?	See Question 329.
408	Section V. Project Description and Scope of	Pg. 31	What information is currently printed and sent to constituents? And is this information transmitted in a standardized format? Please share an example of the mailing. Bidders need the size of the mailer, color or black and white, front and back printing, envelopes required?	Awarded Contractors will print and mail out updated applications. The paper is standard copier/printer paper 8.5x11, black and white print and can be duplex printed.
409	Section V. Project Description and Scope of Work, Business Requirements, Item C-1, "t"	Pg. 31	Will the State consider an alternative to this requirement such as access to the vendors call recording system?	No, DHHS requires the Awarded Contractor(s) to send the updated printed applications to the applicants.
410	Section V. Project Description and Scope of Work, Business Requirements, Item C-1, "t"	Pg. 31	Will the State consider allowing the vendor to maintain recordings for quality assurance based on a mutually agreeable time frame?	Yes, the State will consider allowing the vendor to maintain recordings for quality assurance based on a mutually agreeable time frame.
411	Section V. Project Description and Scope of Work, Business Requirements, Section, Item C-1, "r - ii"	Pg. 31	Is the reference to "number of repeat callers" for inbound our outbound follow up calls?	There is No.reference to "number of repeat callers" in the reference section.
412	Section V. Project Description and Scope of Work, Business Requirements, Section, Item C-1, "r - iii"	Pg. 31	For each average handle time listed for inbound, outreach and back office processing specific to bracket A, what percentage of calls/cases fall below the minimum handle time listed? Enclosure Inbound A - AHT is 11:00-15:00	Inbound or outbound calls that have an AHT lower than the lowest tier are paid as lowest tier calls. DHHS has No.data to present for calls that falls below the lowest tier. DHHS does not track the data you are requesting on a per call basis.

414	Section V. Project Description and Scope of Work, Business Requirements, Section, Item C-2, Report Requirements, "c-vii".	Pg. 31	percentage of calls received below the minimum handle time noted in Attachment 4, AHT is 11:00-12:00 minutes, what percentage of calls falls below 11 minutes? Outreach A, AHT is 8:00-12:00 minutes, what percentage of calls fall below 8 minutes? Back Office Processing A, AHT is 4:00-8:00 minutes, what percentage of calls fall below 4 minutes?	Outreach and backoffice processing is a new initiative and No.relevant data is available.
415	Section V. Project Description and Scope of Work, Business Requirements, Section, Item C-4, Pricing Structure	Pg. 33	Are the volumes represented in the table on pg. 33 inclusive of all 5 State call centers and the two contracted call centers or does this represent only the two contracted call centers?	The volumes presented are only volumes from contracted call centers.
416			The Proposal Instructions state, "Bidders should identify the subdivisions of "Project Description and Scope of Work" clearly in their proposals;" Would the State please confirm the bidder is to provide a response to each requirement of Section V. Project Description and Scope of Work?	Bidders must provide a proposal of sufficient detail to be evaluated. The Proposal must clearly respond to requirements.
417	Section V. Project Description and Scope of Work, Business Requirements, Section, Item C-4, Pricing Structure	Pg. 33	A response to Section V. is not specifically identified in the proposal outline provided in Section VI. If the bidder is to provide a response to each requirement of Section V. Project Description and Scope of Work, in what section of the proposal should the response be placed? For example, should it be included in section A.2 Solution Approach?	See Question 416.
418	VI. Proposal Requirements	Pg. 35	DHHS requires vendors to provide a CRM. Please state any requirements associated with transitioning existing customer contact data into the new vendor's CRM, or confirm that existing data does not need to transition to the new CRM environment.	No customer contact data is required in the CRM.
419	VI. Proposal Requirements	Pg. 35	Does the state anticipate multiple awards from this procurement? We understand that there are currently 2 contracted vendors; will this be the approach going forward?	See Question 5.
420	Section V.C.1.g	30	Will the State please provide the names of the two contracted call center vendors? How many FTE's are being provided by each? How many FTE's are provided by call center vendors?	See Question 2 and Question 123.
421	Section B. Project Environment, 2 nd bullet	29	Will contractor personnel be expected to be located at any of the fifty-four local offices across Nebraska?	No, the vendor will house all contract personnel.
422	Section B. Project Environment, 2 nd bullet	29	Will the State please provide the call types and top call drivers the contractor will be expected to manage?	Three inbound call types are currently handled by Contractors; status calls, applications and change requests.
423	Section B. Project Environment, 3 rd bullet	29	Will the State please provide the number of contracted employees currently performing outbound calls? How many contractor employees are currently performing back-office processing? How many outbound calls have been made per month for the last six months?	See Question 246.
424	Section B. Project Environment, 6 th bullet	29	Please provide the detailed Evaluation Matrix with a delineation of the points to be awarded for each section.	The Evaluation Criteria is posted with the RFP.
425	Section B. Project Environment, last paragraph – outbound and back-office work	29	Is a pre-hire drug test required for CSR's? What are the full background check requirements for this program?	No, pre-hire drug test is not required for CSR's. The hiring requirements are to be determined by the Awarded Contractor(s).
426	Overview – P	6	Please provide a breakdown of the monthly call volumes by category listed in this section and associated call type handle time data if available.	The call volume that will be contracted out is Attachment 8.
427	Section III – M	25	Please provide intra-day arrival (at a 30- or 60-minute interval) call arrival patterns for each of the call types defined in this section. One month of this data would support vendor projections of peak capacity needs.	This information will be provided once the contract(s) are awarded.
428	Section V - A	29	How many different non-English/Spanish calls are received each month? What are the top languages beyond English & Spanish that need to be supported?	See Question 91. At 10%, Spanish is the largest language interpreted and all other languages make up 2% of total call volume.
429	Section V – B	29	The details seem to indicate only 3 days for training is required. Please validate. Is this the amount of time currently used by ACCESSNebraska?	This RFP requires 3-5 days of training for contracted call center staff. DHHS training is longer because the work being performed by DHHS staff is greater than what the call center support contractors will be performing.
430	Business Requirements – P	30	Does the state anticipate ongoing or sustained volume increases following the PHE unwinding? Should vendors anticipate additional volumes beyond the stated levels to support PHE unwinding? Can DHHS share any public material explaining the PHE unwinding approach the agency anticipates taking?	PHE will increase volumes but those are included in the tiers
	Training	32		
	General	N/A		