

**Addendum One
Questions and Answers
RFP# 116829 O3 Z1 for Child Support
Enforcement Call Center**

RFP Section Reference	RFP Page Number	Question	Answer
		Why has this bid been released at this time?	The current contract is set to expire in February of 2024.
		Is this work being outsourced today?	This work is currently being done via a contract between DHHS and Young Williams PC.
		Does the State have a current vendor for this service?	Yes
		How many suppliers are currently servicing the contract?	One
		Who is the incumbent, and how long has the incumbent been providing the requested services?	Young Williams PC, - Current contract began in May 2010 and ends in February 2024.
		Can you provide us with a copy of the contract? If not, can you direct us to a copy of where we can locate the contract?	Contracts with the State of Nebraska can be found on the State Contracts Database. https://statecontracts.nebraska.gov/
		What was the length of last contract and has the current contract gone full term?	The length of the last contract was 3 years with two (2) additional 3-year terms. The current contract ends in February 2024.
		Are the Wausa agents available to be hired for this project?	The "Wausa agents" are not employees of the State of Nebraska, therefore, unable to provide an answer.
		How many outbound agents do you have today?	There are currently no outbound agents.
Section V., Subsection F. 3. e.	30	Can the outbound agents be working from home outside of the State of Nebraska?	Please refer to Section V., Subsection F. 3. e. of the RFP.

Section V., Subsection F. 3. f.	30	What is the current working hours for the outbound agents?	Please refer to Section V., Subsection F. 3. f. of the RFP.
Section V., Subsection F. 5.	31	How many current call center agents do you have? Are they all State employees?	The bidder should propose staffing levels based upon its own expertise and as described in Section V., Subsection F. 5. of the RFP. No, they are not State employees.
Section V., Subsection F. 3. e. and 5. l., m.	30 - 31	Is the State ok with the use of a remote office in a different state?	Please refer to Section V., Subsection F. 3. e. and 5. l., m., regarding remote work.
		Are you open to a portion of the agents beginning their employment remotely in the designated Nebraska counties?	No
		Are you open to additional counties to ensure proper staffing levels?	No
		Are we required to have a Customer Service Representative probationary position?	The contractor is responsible for management of all Call Center staff. There is no requirement for a probationary position.
		Is there flexibility in not locating the call center in Wausa and the WFH agents in Antelope, Boyd, Cedar, Holt, Knox, and Pierce Counties?	No.
Section V., Subsection F. 3. e.	30	Can the outbound agents be working from home outside of the State of Nebraska?	No, please refer to Section V., Subsection F. 3. e. of the RFP.
		Are supervisors and management required to also be located in Nebraska?	Yes
Section V., Subsection F. 5.	31	Do the current personnel numbers listed in the RFP include supervisors?	Please refer to Section V., Subsection F. 5. for information related to staffing.
		Please confirm that the contractor is not responsible for the lease on the center.	The contractor is not responsible for the lease on the center.
		Is there an escalation process established for questions the agent cannot answer or call sessions the agent cannot complete?	DHHS will work with the selected bidder to establish protocols for escalating calls.
		Will the State require 30 days of all call recording or longer?	DHHS will work with the selected bidder to establish this requirement.
		Is FedRamp needed for the system?	This question is unclear, therefore, no answer can be provided.

		Only inbound/outbound voice is required, no other services such as email or mail?	All forms of communication will be utilized to ensure a comprehensive approach is being used for the child support customer service call center.
		Does Contractor need to provide any contact center platform, if so, does it need to be integrated with the current Customer Service Call center systems that State of Nebraska is using?	The Contractor does not need to provide any contact center platform.
		The Nebraska Child Support Enforcement caseload in 2022 at approximately 98,000 cases, are they being managed by Email? Mail? Phone Call? Is there a contact channel breakdown on these cases?	Nebraska Child Support Enforcement caseload is managed by a range of case management tools including email, mail, and phone calls. We are unfamiliar with "a contact channel breakdown".
		What is the average daily call abandon rate?	The abandonment requirement is no more than 5% of calls, based on a monthly average.
Section V., Subsection F. 4.	30	What is the average after call work time?	Please refer to Section V., Subsection F. 4. to access contract performance standards related to call time requirements.
		For multilingual support, does it limit to Spanish? Is any other language needed?	There are no multilingual support requirements in this RFP.
		Will the State continue to provide Language Line Services? If not, can the State provide the monthly volume?	The State will continue to provide access to Language Line Services.
		Can the State share what desk guide for the operations?	The State will work with the selected bidder to develop, update, and maintain a desk guide for the Operation of the Call Center.
		Is CHART a State developed platform? If not, what is the software vendor?	Yes.
		What are the security requirements for this program?	Please refer to the security requirements listed throughout the RFP.
		What is the daily, weekly, monthly volume of outbound calls to customers? Also, the volume for the follow-up calls?	There are currently no outbound or follow-up calls to customers.

		Is there a current joint customer complaint resolution process that the State can share?	There is not a current joint customer complaint resolution process that the State can share.
Section V., Subsection F. 2. b. xxxi.	28 - 29	What customer satisfaction tool is DHHS using? If not, will the State purchase the license for a potential customer satisfaction tool that the contractor may propose?	There is not a current customer satisfaction survey tool being used. As stated in Section F. 2. b. xxxi., DHHS will work with the selected bidder to develop a method to perform a customer satisfaction survey.
		In F.2.b.xxxiii, does it have to be Child Support service or DHHS related innovation?	The preference would be that the example be related to a Call Center project.
Section V., Subsection F. 5. a.	31	How long is the agent training?	Please refer to Section V., Subsection F. 5. a. for training requirements for the Contractor. DHHS will work with the selected bidder to provide initial and ongoing training as needed.
Section V., Subsection F.	28 - 29	When will the training start for this project?	Please refer to Section F. Project Requirements of the RFP for training requirements.
Section V., Subsection F.	28 - 29	Will the State provide training materials and trainer?	Please refer to Section V., Subsection F. Project Requirements of the RFP for training requirements.
Section V., Subsection F.	28 - 29	Will there be a train the trainer process to train the contractor's trainer?	Please refer to Section F. Project Requirements of the RFP for training requirements.
Section V., Subsection F.	28 - 29	Will the training start after November 13, 2023?	Please refer to Section V., Subsection F. Project Requirements of the RFP for training requirements.
		Please supply details on what the call center agent interactions will be and what support will be provided to the DHHS "internal customers" (i.e., County Attorneys, court clerks, Child Support Enforcement staff, etc.)	The selected bidder's call center staff will provide a variety of interactions to assist both internal and external customers with child support case related questions.
		"Provide a separate number for priority access for DHHS CSE to contact the Call Center" Since DHHS is supplying the voice network, will the DHHS provide this dedicated line?	Yes.

		Does the current phone system have IVR routing?	Yes.
		Will the contractor be responsible to implement the IVR or make changes to the IVR?	The contractor will be required to utilize the existing IVR but will not be responsible for implementing or making changes to it.
		If IVR is required, how many IVR flows is the State expecting to have built? Are they simple or complex?	The contractor will use the IVR that currently exists.
Section V., Subsection F., 2., b., iii	28	What are the recording and storage requirements for non-phone communications?	Please refer to Section F., 2., b., iii. CHARTS is the approved storage medium for all child support cases in Nebraska.
		Can you provide more detail around your Quality Assurance expectations such as the number of monitors per agent per week, quality assurance processes, quality scorecards, etc.?	The selected bidder will work with DHHS to create an approved Quality Assurance evaluation tool.
Section V., Subsection F. 5., h., i.	31	Is there a minimum or maximum number of agent/operators and supervisors?	The bidder should propose staffing levels based upon its own expertise and as described in Section F. 5., h., i. for information related to staffing.
Section V., Subsection F. 5.	31	What are the spans of controls such as the supervisor or team lead to agent ratio?	The bidder should propose staffing levels based upon its own expertise and as described in Section V., Subsection F. 5. for information related to staffing.
Section V., Subsection F. 5.	31	What is the quality assurance analyst to agent ratio?	Staffing requirements are covered in Section V. Subsection F. 5. Of the RFP.
		Does the scope of work include any back office work or is the full case load reflected in the quarterly call volumes and outbound work?	We are unsure of what the term "back office" refers to and are therefore unable to provide an answer to this question.
		With the understanding the Nebraska Constitution, Article XIII § 3, prohibits DHHS from indemnifying a private party, does this article or any other law or policy prevent DHHS from limiting the liability of a private party through a limitation of liability clause?	Indemnification is covered in Section II. Subsection P. of the RFP.
		What is your reasoning behind the vendor covering technology in the disaster relief section if DHHS will be providing the tech?	In order to be effective a disaster recovery and backup plan must take into consideration all factors

			that would be necessary in order to continue operations in the event of a disaster.
Section III. Subsection G.	20 - 21	If a vendor does not have an umbrella insurance policy or commercial crime insurance, will it be required to purchase either? As a workaround, vendor can offer higher primary limits than required in the RFP: Commercial General Liability (\$2M each occurrence, \$4M aggregate); Automobile Liability (\$2M combined single limit); Errors & Omissions and Cyber Liability (\$5M per claim and \$5M aggregate); and Workers Compensation and Employers' Liability (\$1M limit)	Insurance requirements are covered in Section III. Subsection G. of the RFP.
		What is the monthly lease cost obligation?	The cost of the lease is the responsibility of DHHS and does not impact the selected bidder.
		Do we need to calculate the lease cost in our proposal, or will it be considered a pass-through cost?	The cost of the lease is the responsibility of DHHS and does not impact the selected bidder.
		What is the lease amount currently?	The cost of the lease is the responsibility of DHHS and does not impact the selected bidder.
		The incumbent proposal from 2010 referenced "pass-through" costs. Can you identify any of these costs we should be aware of?	There are no "pass-through" costs associated with this RFP.
Section V., Subsection F.5.h.		The RFP states "Total compensation for call center employees must be equal to or higher than compensation provided to employees at the DHHS customer call centers at other location in Nebraska". What is included in total compensation? For instance, does it include benefits and taxes?	The standards for employee compensation are covered in Section V. Subsection F.5.h. of the RFP.
		If Customer Service Representative staffing is not at the required minimum on 2/1/2024, will liquidated damages be assessed daily until staffing reaches the minimum?	Yes.
		The RFP states, "In the event of delayed start up, the contractor shall pay to the Department liquidated damages of \$100/per day for every day past February 1, 2024." If Customer Service Representative staffing is not at the required minimum on 2/1/2024, will liquidated damages be assessed daily until	Yes.

		staffing reaches the minimum required by the RFP?	
		The RFP states, "DHHS will enter into a lease agreement with the current owner of the Call Center building in Wausa, NE. DHHS will provide the Contractor with access to and possession of sufficient space and facilities within this Call Center building so that the Contractor is able to conduct Call Center activities. This will include the utilities for the facility." Will the contractor or the State be responsible for janitorial and building maintenance, snow removal, and parking lot maintenance?	The owner of the building will be responsible for janitorial and building maintenance, snow removal, and parking lot maintenance.
		The RFP states, "DHHS will enter into a lease agreement with the current owner of the Call Center building in Wausa, NE. DHHS will provide the Contractor with access to and possession of sufficient space and facilities within this Call center Building so that the Contractor is able to conduct Call Center activities. This will include the utilities for the facility." Will the contractor or the State be responsible for taxes and insurance?	The State is responsible for all items related to the building where the call center is located.
		The RFP states that the contract under the RFP begins on November 13, 2023, and the Go Live is February 1, 2024. Between those times is obviously a period where the contractor has startup costs of various sorts. As part of this new contract, will the successful contractor be paid the amount bid under this RFP for the period of November 13 through February 1 beginning November 13, 2023, and up to the Go Live date of February 1, 2024?	The Contractor will be paid for the period of November 13 through February 1 and should include those costs in the cost proposal submitted in response to this RFP.
Section VI.	34 - 36	<p>Please clarify the proposal submission format and order for the Technical Response.</p> <p>The Proposal Instructions require:</p> <ol style="list-style-type: none"> 1. Corporate Overview 2. Technical Approach <p>The RFP Proposal Requirements are:</p> <ol style="list-style-type: none"> 1. Original Request for Proposals for Contractual Services form 2. Clarity and responsiveness of the proposal 3. Complete Corporate Overview 4. Completed Sections II thru VI. 5. Completed Technical Approach 6. Completed State Cost Proposal Template 	Proposal instructions are covered in Section VI. of the RFP.

		<p>The Evaluation Criteria lists the mandatory requirements as follows:</p> <ol style="list-style-type: none"> 1. Form A: Vendor Proposal Point of Contact 2. Form B: Original Request for Proposal for Contractual Services form 3. Completed VI. Corporate Overview 4. Completed Sections II through IV (Terms and Conditions, Vendor Duties, and Payment Sections) 5. Traceability Matrix 6. Completed State Cost Sheet Proposal <p>VI.A.2 Proposal Instructions, Proposal Submission, Technical Approach</p>	
		<p>Please indicate which of the following is the bidder/vendor expected support for this engagement (a). Bidders must communicate with DHHS customers and offer current details about Child Support case OR (b). Bidders are expected to interact with DHHS customers and offer technical support for their problems, much like help desk or service desk support.</p>	(a)
		<p>Can we get exact scope of the requirement - bit confused after going through the RFP. Is it more of technical service desk or is it more of back office BPO / call center type profiles / roles where no technical knowledge is required. The engineers for the call center should be technically sound to handle technology tickets? or should they be more of catch and dispatch type people and nothing technical from IT stack?</p>	See answer to previous question.