

McConnell, Kyle

From: John Griffin <john.griffin@tcs.com>
Sent: Tuesday, August 12, 2025 9:59 PM
To: McConnell, Kyle
Cc: NDOL Procurement
Subject: RE: 121962 -o3 TATA Solicitation Response
Attachments: 12196203 TCSFile1 of 4 redacted.docx

Follow Up Flag: Follow up
Flag Status: Flagged

TCS Confidential

Please see attached.

From: McConnell, Kyle <Kyle.McConnell@nebraska.gov>
Sent: Tuesday, August 12, 2025 2:42 PM
To: John Griffin <john.griffin@tcs.com>
Cc: NDOL Procurement <NDOL.Procurement@nebraska.gov>
Subject: 121962 -o3 TATA Solicitation Response

External Email : Be cautious while opening any links or attachments.

Thank you for submitting a response to 121962 -o3 for the purpose of selecting a qualified bidder to provide call center support for Unemployment Insurance services . As part of your proposal, you have included some of the contents as proprietary or confidential.

Per the first page of 121962 -o3, the following information pertains to any information that the bidder has marked as proprietary or confidential, as it is State policy to post all responses:

IMPORTANT NOTICE: Pursuant to Neb. Rev. Stat. § 84-602.04, State contracts in effect as of January 1, 2014, and contracts entered into thereafter, must be posted to a public website. The resulting contract, the Solicitation, and the awarded solicitation response will be posted to a public website managed by DAS, which can be found at <http://statecontracts.nebraska.gov> or https://www.nebraska.gov/das/materiel/purchasing/contract_search/index.php.

In addition and in furtherance of the State's public records Statute (Neb. Rev. Stat. § 84-712 et seq.), all responses received regarding this Solicitation will be posted to the State Purchasing Bureau public website.

These postings will include the entire solicitation response. Bidder must request that proprietary information be excluded from the posting. The bidder must identify the proprietary information, mark the proprietary information according to state law, and submit the proprietary information in a separate file named conspicuously as "PROPRIETARY INFORMATION". The bidder should submit a detailed written document showing that the release of the proprietary information would give a business advantage to named business competitor(s) and explain how the named business competitor(s) will gain an actual business advantage by disclosure of information. The mere assertion that information is proprietary or that a speculative business advantage might be gained is not sufficient. (See Attorney General Opinion No. 92068, April 27, 1992). **THE BIDDER MAY NOT ASSERT THAT THE ENTIRE SOLICITATION IS PROPRIETARY. COST SHEETS WILL NOT BE CONSIDERED PROPRIETARY AND ARE A PUBLIC RECORD IN THE STATE OF NEBRASKA.** The State will determine, in its sole discretion, if the disclosure of the information designated by the Bidder as proprietary would 1) give advantage to business competitors and 2) serve no public purpose. The Bidder will be notified of the State's decision. Absent a determination by the State that the information may be withheld pursuant to Neb. Rev. Stat. § 84-712.05, the State will consider all information a public record subject to disclosure.

If you assert that certain information is still proprietary or confidential, please provide a redacted copy of your proposal along with your response.

If you do not respond before **Thursday, August 14th, 2025, at 12:00 pm CT**, the State will consider the information to not be proprietary or confidential.

In order to determine if the claim to proprietary is valid, please provide a statement as to 1) what demonstrated advantage business competitors would have if they had access to the information marked proprietary or confidential, and 2) what specific competitors may gain such advantage. A statement for each item/response/section is needed – not just a general blanket statement as to how it is all proprietary or confidential.

Please be advised that this is not a guarantee the State will withhold anything or accept your company's designation, and the process will occur more quickly if your company narrows down the designated information.

Thank you,

Kyle McConnell, C.L.S.S.G. B.
Procurement Contracts Officer

Nebraska Department of Labor
550 S. 16th Street
Lincoln, NE 68508-4600
Office Phone: 402-471-9944

dol.nebraska.gov | [Facebook](#) | [X](#)

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State of Nebraska Department of Labor Request for Proposal Contact Center Services

Response to RFP Solicitation Number 121962 O3

June 27, 2025

CONFIDENTIALITY STATEMENT

The data contained herein shall not be disclosed, duplicated, or used in whole or in part for any purpose other than to evaluate the SOW, provided that if a contract is awarded to this offer as a result of, or in connection with, the submission of these data, the proposer shall have the right to duplicate, use or disclose the data to the extent provided in the agreement. This restriction shall not limit the right to use information contained in the data if it is obtained from another source without restriction.

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TATA CODE OF CONDUCT

We, in our dealings, are self-regulated by a code of conduct as enshrined in the 'TATA Code of Conduct'. We request your support in helping us adhere to the code in letter and spirit. We request that any violation or potential violation of the code by any person be promptly brought to the notice of the Local Ethics Counsellor or the Principal Ethics Counsellor or the CEO of TCS. All communication received in this regard will be treated and kept as confidential.

CONTACT FOR THIS SOW

<u>Submitted to:</u> Kyle McDonnel Nebraska Department of Labor Procurement Contact: Email:	<u>Submitted by:</u> John Griffin, Business Development Lead Tata Consultancy Services Contact: +1 (503) 789-6129 Email: John.Griffin@tcs.com
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1. Corporate Overview

1.1 Bidder Identification and Information

Tata Consultancy Services LTD (TCS)

379 Thornall Street

Edison NJ 08837

TCS is a corporation, formed on April 1, 1968. It has not changed in type of organization or name since its inception.

1.2 Financial Statements

Copies of the TCS Annual Report, which include our detailed financial statements, are available at <https://www.tcs.com/investor-relations/management-commentary/annual-report-sections>

1.3 Change of Ownership

TCS is not anticipating any upcoming ownership changes.

1.4 Office Location

Any communication should be directed to the following:

John Griffin

379 Thornall Street

Edison, NJ 08837

1.5 Relationships With the State

TCS has no engagements with the State of Nebraska within the past five (5) years.

1.6 Bidder's Employee Relations to State

TCS is a global organization with over 600,000 associates. To the best of our knowledge, TCS does not employ a former employee of the State of Nebraska (within the last 12 months), nor has any relationships that would cause a conflict of interest. If at such time TCS identifies an issue contrary to this statement, we will notify the State of Nebraska immediately.

1.7 Contract Performance

As a large multi-national corporation, TCS is subject to a variety of potential contractual performance issues that may arise. However, the nature of our agreements and contractual obligations are held under

1.8 Summary of Bidder's Corporate Experience

1.8 Summary of Bidder's Corporate Experience

TCS has a world class set of offerings and capabilities that we enable to deliver services to our customers in support of serving their customers in a more effective way. Currently, we have over 23,000 TCS associates delivering and supporting solutions for more than 100 customers worldwide, managing over 100,000 interactions annually. We submit the following as customer references for this proposal. Please note that due to the nature of our commercial agreements, the customer requires reference contacts be coordinated through TCS. Your proposal point of contact, John Griffin (john.griffin@tcs.com; 503.789.6129) will coordinate reference conversations per your direction.

[illegible]

Commented [JG1]: References contain information about current customer relationships that are protected by a confidentiality clause.

1.9 Summary of Bidder's Personnel Management Approach

TCS will implement a resource management and staffing plan to establish the resources and assets required to effectively manage resource needs from project inception to delivery. We will develop this plan during the Due Diligence Phase of the project. The intended audience will be any project members or groups whose support is needed to successfully complete the project.

Being able to recruit and retain talent is key to this plan. At TCS, we pride ourselves on the quality of employees that we retain, while also acknowledging and monitoring new talent. TCS has been distinguished by the Top Employers Institute as the #1 top recruiter of IT talent in the United States for the seventh year in a row. This recognition stems from our employee-friendly workplace practices and continued talent investment across the organization through professional development initiatives and digital skills programs.

The combined industry experience of Team TCS' leadership helps us problem-solve and provide our customers with the right technology solution to meet their needs. We offer employees equitable direct compensation combined with a complementary benefits structure that drives up company retention. Our recruiting philosophy enables us to provide qualified and competent personnel to meet changing customer requirements. We are committed to fulfilling employee positions on-time and ensuring close-fit by using the following sources, as appropriate:

- **Internal Resource Pool:** Our internal resource pool consists of a globally mobile workforce where employees build specialization and expertise by developing skills and roles within focused career streams. We have a dedicated Resource Management Group (RMG) to manage our existing resource pool. This team leverages similar skill/domain projects within our organization to identify the optimal fit of key personnel.
- **External Recruitment:** We have a dedicated Talent Acquisition Group (TAG), which actively collaborates with the Business Unit Heads/Project Managers to understand and capture the resource demand for various skillsets and arrive at hiring targets across geographies. We employ a robust candidate screening process for external recruitment that aligns with our commitment to provide on-time the most highly skilled and best-in-class talent for our customers. Enabling agility, our digitized recruitment process is a key differentiator from other competitors.

TCS is committed to ensuring that agents working for NEDOL are supported adequately through an internal support structure. TCS will maintain a healthy staff to supervisor ratio of 15:1. In addition, TCS will carry dedicated Quality Analyst, Trainers, Real Time Adherence Analyst and Managers to support the agents. The following is a summary of the proposed key personnel for the project:

Role	Resource Name	Responsibilities
Project Manager		<ul style="list-style-type: none">• Strong leadership skills: Lead and motivate a team to deliver a product or service successfully.• Excellent communication skills: Communicate expectations and updates to team members and stakeholders.• Good problem-solving skills: Identify and resolve issues that may arise during the delivery process.

Commented [JG2]: Resource Names identify personal data that should be protected.

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> Strong organizational skills: Plan and schedule work effectively, track progress, and make adjustments as needed. Ability to adapt: Lead Transformation and adapt to new technologies and environments and handle changes and unexpected challenges. Strong attention to detail: Attention to details to ensure the delivery is completed to the required quality standards. Good relationship-building skills: Build and maintain positive relationships with team members, clients, and other stakeholders.
Staff Trainer		<ul style="list-style-type: none"> Responsible for delivering new hire trainings to all new hires Responsible for facilitating Change Training to new & existing employees on change in policy procedures Responsible for conducting refresher training for all bottom performers based on Training Need Analysis Work closely with reporting Supervisor and peers to understand best practice sharing Work closely with communication team/ QA team to identify training gaps. Participate in weekly internal and cross site calibrations Work closely with Manager to discuss initiatives to drive C-Sat
Quality Assurance Manager		<ul style="list-style-type: none"> Create a comprehensive Quality Management Plan for the account Monitor, Coach and guide a team of Quality Analyst to achieve required quality goal

Commented [JG2]: Resource Names identify personal data that should be protected.

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> Undertake weekly call monitoring to ensure adherence to quality & compliance requirements Conduct weekly calibrations with TLs and Trainers to reduce variance in quality score Maintain quality & compliance scorecard for teams Responsible for outlier management Identify improvement areas, process mapping & redesign, root cause analysis, finding solutions, project & change management. Work closely with Training team to identify training need for associates and coach them accordingly Maintain all relevant documents for audit related requirement
Call Center Agent Manager		<ul style="list-style-type: none"> Consistently deliver on the Service Level Metrics defined for the process, to deliver Superior Customer Service. Develop an Agent Schedule/ Daily Roster and track for schedule adherence/attendance and punctuality Track and monitor agent performance against targets. Provide feedback/ coaching to maximize agent performance. Monitor agent calls through Side-By-Sides/Barge-Ins/ Floor Walking and provide appropriate feedback Take escalation/supervisory calls. Based on Quality scores, identify areas of improvement, and provide inputs to the agents accordingly

Commented [JG2]: Resource Names identify personal data that should be protected.

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> Conduct daily team briefings to update them with any process/other changes that impact the process. Respond to client on all queries within 24 hours. Provide solutions / alternatives to client facing issues / concerns
IT Support Technician		<p>TCS has a well-defined technology support group consisting of a Global Help Desk (GHD) team and a Service Delivery team to address any IT related issues during BAU. We have a 24x7 Global Help Desk (GHD) team to support any IT / technology related issues including but not limited to desktop, server, messaging, hardware software and network support.</p> <p>The GHD IT support team can be reached through email, TCS ticketing tool or through voice for assistance.</p> <p>TCS Service delivery teams at each Delivery Centers provide hands-on support to trouble shoot and resolve issues promptly. This team confirms the reported issue gets closed in well-defined and stabilized SLAs.</p>
Function/Technical Lead		<ul style="list-style-type: none"> In addition to roles and responsibilities identified for Quality Manager and Staff trainer, the functional / technical lead should be the guardian of Knowledge within TCS Should work closely with agency Functional / Technical Lead to change management of knowledge
Transition Manager		<ul style="list-style-type: none"> Responsible for the work movement from Agency to TCS. Work with Agency program manager to enable people prior to training. Track and report the status of training. Timely flagging of risks and challenges for Agency resolution.

Commented [JG2]: Resource Names identify personal data that should be protected.

Role	Resource Name	Responsibilities
		Conduct transition review and Tollgate meetings.

Commented [JG2]: Resource Names identify personal data that should be protected.

1.10 Subcontractors

TCS is not engaging any subcontractors for this engagement.

Being able to recruit and retain talent is key to this plan. At TCS, we pride ourselves on the quality of employees that we retain, while also acknowledging and monitoring new talent. TCS has been distinguished by the Top Employers Institute as the #1 top recruiter of IT talent in the United States for the seventh year in a row. This recognition stems from our employee-friendly workplace practices and continued talent investment across the organization through professional development initiatives and digital skills programs.

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- **Internal Resource Pool:** Our internal resource pool consists of a globally mobile workforce where employees build specialization and expertise by developing skills and roles within focused career streams. We have a dedicated Resource Management Group (RMG) to manage our existing resource pool. This team leverages similar skill/domain projects within our organization to identify the optimal fit of key personnel.
- **External Recruitment:** We have a dedicated Talent Acquisition Group (TAG), which actively collaborates with the Business Unit Heads/Project Managers to understand and capture the resource demand for various skillsets and arrive at hiring targets across geographies. We employ a robust candidate screening process for external recruitment that aligns with our commitment to provide on-time the most highly skilled and best-in-class talent for our customers. Enabling agility, our digitized recruitment process is a key differentiator from other competitors.

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Role	Resource Name	Responsibilities
Project Manager	Duane Miller	<ul style="list-style-type: none">• Strong leadership skills: Lead and motivate a team to deliver a product or service successfully.• Excellent communication skills: Communicate expectations and updates to team members and stakeholders.• Good problem-solving skills: Identify and resolve issues that may arise during the delivery process.

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> • Strong organizational skills: Plan and schedule work effectively, track progress, and make adjustments as needed. • Ability to adapt: Lead Transformation and adapt to new technologies and environments and handle changes and unexpected challenges. • Strong attention to detail: Attention to details to ensure the delivery is completed to the required quality standards. • Good relationship-building skills: Build and maintain positive relationships with team members, clients, and other stakeholders.
Staff Trainer	Sherry J. Smith	<ul style="list-style-type: none"> • Responsible for delivering new hire trainings to all new hires • Responsible for facilitating Change Training to new & existing employees on change in policy procedures • Responsible for conducting refresher training for all bottom performers based on Training Need Analysis • Work closely with reporting Supervisor and peers to understand best practice sharing • Work closely with communication team/ QA team to identify training gaps. • Participate in weekly internal and cross site calibrations • Work closely with Manager to discuss initiatives to drive C-Sat
Quality Assurance Manager	Michael Stevens	<ul style="list-style-type: none"> • Create a comprehensive Quality Management Plan for the account • Monitor, Coach and guide a team of Quality Analyst to achieve required quality goal

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> • Undertake weekly call monitoring to ensure adherence to quality & compliance requirements • Conduct weekly calibrations with TLs and Trainers to reduce variance in quality score • Maintain quality & compliance scorecard for teams • Responsible for outlier management • Identify improvement areas, process mapping & redesign, root cause analysis, finding solutions, project & change management. • Work closely with Training team to identify training need for associates and coach them accordingly • Maintain all relevant documents for audit related requirement
Call Center Agent Manager	Satyavani Tirumalaraju	<ul style="list-style-type: none"> • Consistently deliver on the Service Level Metrics defined for the process, to deliver Superior Customer Service. • Develop an Agent Schedule/ Daily Roster and track for schedule adherence/attendance and punctuality • Track and monitor agent performance against targets. • Provide feedback/ coaching to maximize agent performance. • Monitor agent calls through Side-By-Sides/Barge-Ins/ Floor Walking and provide appropriate feedback • Take escalation/supervisory calls. • Based on Quality scores, identify areas of improvement, and provide inputs to the agents accordingly

Role	Resource Name	Responsibilities
		<ul style="list-style-type: none"> Conduct daily team briefings to update them with any process/other changes that impact the process. Respond to client on all queries within 24 hours. Provide solutions / alternatives to client facing issues / concerns
IT Support Technician	Avinash Singh	<p>TCS has a well-defined technology support group consisting of a Global Help Desk (GHD) team and a Service Delivery team to address any IT related issues during BAU. We have a 24x7 Global Help Desk (GHD) team to support any IT / technology related issues including but not limited to desktop, server, messaging, hardware software and network support.</p> <p>The GHD IT support team can be reached through email, TCS ticketing tool or through voice for assistance.</p> <p>TCS Service delivery teams at each Delivery Centers provide hands-on support to trouble shoot and resolve issues promptly. This team confirms the reported issue gets closed in well-defined and stabilized SLAs.</p>
Function/Technical Lead	Steve Swansbrough	<ul style="list-style-type: none"> In addition to roles and responsibilities identified for Quality Manager and Staff trainer, the functional / technical lead should be the guardian of Knowledge within TCS Should work closely with agency Functional / Technical Lead to change management of knowledge
Transition Manager	Constantine “Dino” James Sparto	<ul style="list-style-type: none"> Responsible for the work movement from Agency to TCS. Work with Agency program manager to enable people prior to training. Track and report the status of training. Timely flagging of risks and challenges for Agency resolution.

Role	Resource Name	Responsibilities
		Conduct transition review and Tollgate meetings.

1.10 Subcontractors

TCS is not engaging any subcontractors for this engagement.

2. Technical Response

2.1 Understanding of the Business Requirements

Introducing TCS

Tata Consultancy Services (TCS) is pleased to submit our response to the State of Nebraska Department of Labor (NEDOL) in response to **Request for Proposal, Solicitation Number: 12196203, Call Center Support Services for the Unemployment Insurance program.**

TCS is one of the most valuable IT services companies in the world. *Why are we valued so highly?* We believe the answer lies in the distinct way we work with our customers, focusing on desired outcomes and the best path to achieve common goals. Our customers have rewarded this approach by retaining our services; we are retained by over 95% of our customers.

Building On Belief – Over and over, this is what our customers tell us is most important to them. We will deliver on our commitments and focus on making this Unemployment Insurance Call Center project successful. We always go-live, we meet our service level agreements, and we deliver on our promises to our clients.

We are also pleased to have Salesforce Public Sector Solutions, a Modified Off-The-Shelf (MOTS) system, as a critical partner to provide CRM services for this initiative. Salesforce presents a superior approach compared to both purely Commercial Off-The-Shelf (COTS) products and custom-built platforms. While COTS solutions offer initial speed and perceived cost savings, they inherently limit an organization's control over their environment. Customers often find themselves unable to configure essential changes, modify critical workflows to align with specific judicial processes, or adapt to evolving needs, leading to operational bottlenecks and a system that feels misaligned rather than empowering. This rigidity can stifle innovation and force the court system to conform to the software rather than the other way around.

Understanding the Current Business Requirements

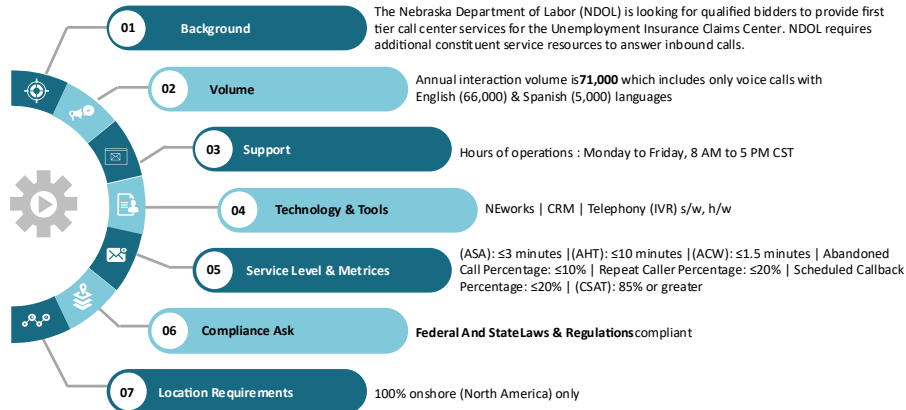
TCS has reviewed the RFP, associated artifacts and call volumes and trends associated with the Agency as it exists today, summarized in the following graphic:



The Team TCS Difference

- **Commitment to Nebraska** – TCS pledges to work collaboratively with all State Stakeholders
- **Innovation and Automation** – TCS will provide innovation and automation crucial to the achievement of successful outcomes for the State of Nebraska
- **Experience** – TCS is a leading Innovator in NextGen Contact Center Modernization
- **Low Risk** – Highly financially stable, we leverage our financial security to lower risk for NEDOL

We Understand Your Constituent Service Requirements And...



TCS
TATA
CONSULTANCY
SERVICES

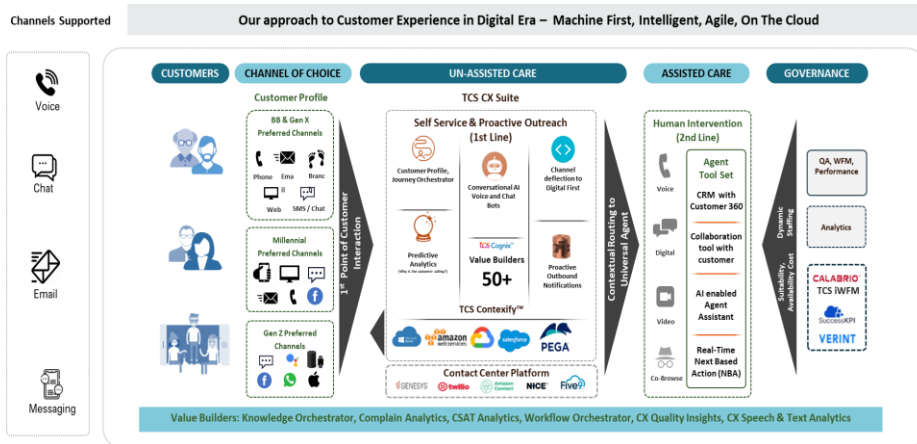
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TATA

While the state agency NEDOL Unemployment Insurance RFP articulates a preference for a traditional lift and shift model with a focus on immediate FTE backfill, TCS believes that the traditional model of staffing a call center misses the current opportunities of innovation and optimization to improve customer service and business operations, and to minimize the risk of relying on consistent FTEs for staffing continuity. We hypothesize that this approach alone will not address systemic inefficiencies, agent performance variability, or long-term constituent's consumer grade experience goals that will drive the following outcomes:

- Deflect traffic from traditional agent-handled calls to digital channels (AI bots, digital agents), reducing overall needs for FTEs.
- Improvement on First Call Resolution (FCR) and Mean Time to Resolve (MTTR) due to digital screening and increased access to information on various digital channels.
- Improved resolution and reduced wait times will increase customer service and satisfaction scores
- The improved experience at the Level 1 contact center will increase productivity and reduce impacts on the Level 2 NEDOL desk.

Our vision for the "to-be" model is represented in the graphic below:



TCS Customer Experience Management (CEM) Capabilities

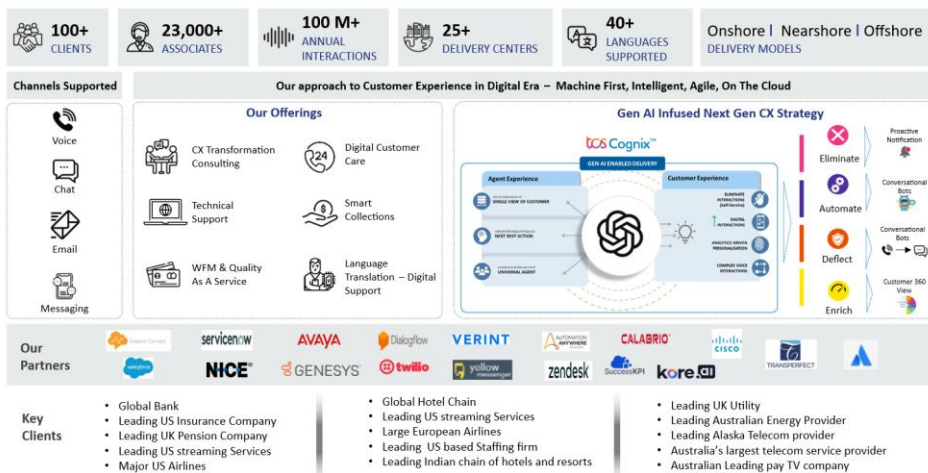
TCS specializes in performing end-to-end activities for the full range of Customer Experience Management functions through multiple channels such as inbound and outbound calls, email, web, social media, and chat. TCS delivers multiple contact center services for global customers and has built a deep domain experience and understanding of client requirements, both from an operations and technology leadership perspective.

TCS delivers contact center services to over 100 clients across the world using our Global Network Delivery Model™ and provide 24x7 support delivery center models customized to our customers' business objectives. This helps us to provide customized models yet deliver scalability, economies of scale, and business continuity options to our clients.

We handle more than 100 million interactions per annum, supporting more than 40 languages from 25+ sites, and a workforce of 23,000+ for 13 industry verticals. We believe that viability of operations will come from re-imagining the traditional contact center function. The call centers of the future can and should transform into Digital Engagement Centers: hubs of omni-channel, digital interactions using web chat, social media, Gen AI bots, mobile/SMS, and of course voice and email.

TCS has extensive experience deflecting contact center volumes from high-cost channels such as Voice to Self-Service and alternate low-cost channels to demonstrate increased customer satisfaction and experience while also reducing costs by means of providing Gen AI digital self-service options. There are three results that TCS focuses on through such initiatives: Eliminate – Deflect – Enrich:

- **Eliminate** incoming calls through proactive communications and digital self-help channels.
- **Deflect** incoming calls to lower cost through features such as webchat, email, and social media.
- **Enrich** customer and agent experience through customer 360 view, agent assist solutions, and customized next-best-actions (NBAs).



With the help from our partners at Salesforce, Agentforce is a leading digital labor platform designed for the scalable creation and deployment of AI agents. Its primary function is to augment human employees and enhance customer experiences by embedding AI intelligence directly into various business processes. Agentforce is a "complete, extensible, and open platform" for developing and deploying digital labor solutions. It uniquely integrates "humans + AI + data + action" to drive customer success. Agentforce agents are designed to operate autonomously, capable of retrieving relevant data, constructing dynamic action plans for tasks, and executing these plans independently, all while adhering to the organization's specific operational guidelines.

The platform is built upon and deeply integrated with Salesforce's foundational strengths in Customer Relationship Management (CRM), specifically its Customer 360 platform, and its advanced AI capabilities. For data integration, Agentforce offers real-time access to diverse data sources through Salesforce Data Cloud, encompassing structured and unstructured data, company knowledge articles, existing CRM data, and external data lakes. The use of metadata is crucial, as it provides agents with the necessary context of the business and the range of available actions. At its core, Agentforce utilizes the "Atlas Reasoning Engine," which employs advanced Retrieval Augmented Generation (RAG).

TCS's Alternative Approach

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Commented [JG3]: Specifics of the alternative approach contain details that are TCS-specific and reveal potential secrets.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

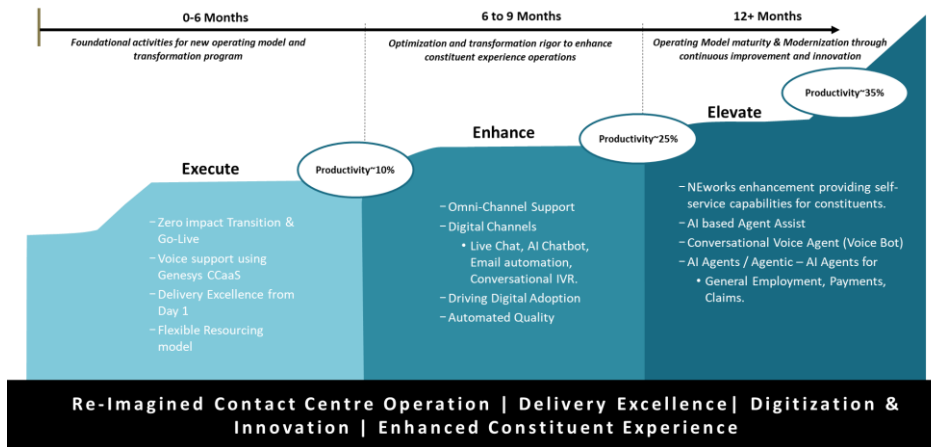
[REDACTED]

[REDACTED]

We do respect the state agency's current need for resource fulfilment but strongly recommend a phased consult to transform to operate model to unlock operational excellence and elevate constituents experience sustainability. We are confident in our ability to be a strategic partner, not just a staffing vendor. As you will find in our pricing proposal, we have included pricing for the traditional model as well as the transformed, alternative approach.

2.2 Detailed Project Work Plan

The journey for transformation and implementation is included below. TCS will work with NEDOL and the incumbent vendor to define a specific project plan.



2.3 Deliverable and Due Dates

The following are deliverables and the associated dates:

Deliverable	Estimated Due Date
Due Diligence / Consult to Operate	September 15, 2025

Operation model confirmed	September 30, 2025
Agents hired and initial training performed	December 1, 2025
System configuration completed	December 31, 2025
Agent training completed	January 15, 2025

2.4 Attachment #1: Required Bidder Response

Please see attached Microsoft Excel document as per the RFP.

2.5 Cost Proposal

Please see attached Microsoft Excel document as per the RFP.

Assumptions

- The project start date depends on the contract signing date. We currently estimate the start date to be approximately 6-8 weeks after contract signing.
- TCS has considered **71,000** annual call volumes and assumed **10 mins** AHT for FTE estimations. This will be further validated during next phase / Due Diligence phase and subject to change based on Intraday / peak volumes, SL KPI (AHT occupancy) historical performance for in-scope services.
- The proposed solution and FTE numbers will be re-validated during the due diligence/baselining phase during transition. Intraday arrival patterns (IDP) data has not been provided and will be gathered & validated during next phase / Due Diligence. Any volume variance more than +/-10% resulting in subsequent revision in effort and charges will be taken up through a change management process upon mutual agreement.
- **SLAs:** All SLA's will be validated and agreed during pre-contract due diligence based on last 12 months of historical performance data (including definition, calculation, and exclusions) and baselined during first 90 days of operations post go live (service stabilization phase). SLAs will be monitored but will not be in effect until 6 months post Business as Usual (BAU).
- **Forecasting:** We assume NEDOL will share advance rolling forecast of 90 days for all countries as locked /committed volume for in-scope channels, variance in Locked V/s Actual volumes might change the FTE requirement in future.
- **Volume** Any backlog volume is not considered as part of current scope
- **Agent Skills:** Solution assumes standard contact center resources, any agent level Licenses or Certifications specific to NEDOL requirements is not included in the proposal
- **Audits/certifications:** Any specific requirement of audit and/or certifications (like PCI DSS) at program level need to be mutually agreed and has not been included in the proposal as per confirmation in clarification questions
- **Knowledge Transfer** - It is assumed that NEDOL will provide all the required knowledge, documentation, training, accesses, and resources that covers all customer specific processes, systems, and procedures as per scope in accordance with the transition timeline
- **Systems / Platforms:** TCS solution includes Omni-channel contact center (Genesys CX 2) implementation, license and maintenance and Salesforce licensing. Communication charges (calls, text etc.) to be borne by NEDOL for contact center platform usage
- **Delivery Centers:** TCS Cincinnati (Ohio) Delivery Center is considered
- All In-scope applications and Internet based URLs will be accessed within Customer Citrix VDI environment. NEDOL VDI access will be done using 2FA on Mobile phone(Authy App)
- **Desktops and Others:** TCS will provide Hardened Laptops. Additional monitors are not factored in.
- **Wintel Services:** TCS Shared Wintel services (AD, EDR) will be leveraged for endpoint compliance.
- Office O365 licenses will be provided for TL/Managers only. For TCS agents, NEDOL O365 license will be leveraged within NEDOL Citrix VDI.
- USB headsets are considered in our proposal

- Standard Reporting and Recording has been considered. Recording retention period has been considered for 30 days and can be stored further or will be transferred to NEDOL provided storage based on business requirement.
- Out of scope - Screen recording, screen pop up, multimedia, ASR, TTS.
- Out of scope: TCS provided MPLS Connectivity, TCS provided Internet Connectivity at NEDOL data center if any. TCS Email, Local File server/Printer/scanner/FAX . Any tool hosting at TCS Delivery / Data Center
- PCIDSS Certification or compliance is not considered for this engagement.

Salesforce Licensing Assumptions

- Salesforce is a leading provider of innovative cloud services, continuously advancing our technology. We have made a diligent effort to provide accurate and current responses to your request as of the date of this response. Please be aware that Salesforce's procedures and policies may evolve over time, and we regularly introduce multiple major release upgrades each year. Consequently, the information provided herein may be subject to change.
- Use of Salesforce's online software services will be detailed in the applicable agreement executed by Salesforce's authorized reseller. The agreement will delineate the rights and responsibilities of the parties and state that any purchases are not contingent upon the delivery of future functionality or features, nor dependent on any public comments made by Salesforce regarding such future functionality or features.
- While we strive to provide comprehensive and accurate information, please note that the responses provided herein are for informational purposes only and are not intended to form part of a final contract. All information shared in this response is subject to the confidentiality terms outlined in the applicable agreement between you and Salesforce's authorized reseller.
- This response includes confidential and proprietary data that shall not be disclosed outside the recipient organization and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this response. If a contract is awarded to a Salesforce authorized reseller in connection with the submission of this data, then the recipient shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. Except to the extent prohibited by the express terms of the solicitation, the confidential and proprietary data herein is provided with the expectation that it will be exempt from disclosure under applicable federal, state, or local laws.

About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge.

TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 600,000+ consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

Visit www.tcs.com and follow TCS news at [@TCS_News](https://twitter.com/TCS_News).

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CONTRACTUAL AGREEMENT FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Contractual Agreement Form, the bidder guarantees compliance with the provisions stated in this solicitation and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder is not owned by the Chinese Communist Party.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603, DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Vendors. This information is for statistical purposes only and will not be considered for contract award purposes.

____ NEBRASKA VENDOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Vendor. "Nebraska Vendor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation. All vendors who are not a Nebraska Vendor are considered Foreign Vendors under Neb. Rev Stat § 73-603 (c).

____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. § 71-8611 and wish to have preference considered in the award of this contract.

THIS FORM MUST BE SIGNED MANUALLY IN INK OR BY DOCUSIGN

COMPANY:	<u>Tata Consultancy Services</u>
ADDRESS:	<u>379 Thornall Street Edison, NJ 08837</u>
PHONE:	<u>503.789.6129</u>
EMAIL:	<u>John.griffin@tcs.com</u>
BIDDER NAME & TITLE:	<u>John Griffin – Director, Business Development</u>
SIGNATURE:	
DATE:	<u>June 27, 2025</u>

VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)	
NAME:	
TITLE:	
PHONE:	
EMAIL:	

CONTRACTUAL AGREEMENT FORM

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VENDOR COMMUNICATION WITH THE STATE CONTACT INFORMATION (IF DIFFERENT FROM ABOVE)


NAME:	
TITLE:	
PHONE:	
EMAIL:	

II. TERMS AND CONDITIONS

Bidder should read the Terms and Conditions within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Terms and Conditions Within Section as Written" in the table below. If exception is not taken to a provision, it is deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Terms and Conditions Within Section as Written (Initial)	Exceptions Taken to Terms and Conditions Within Section as Written (Initial)	Exceptions: (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
		THIS REQUIRES FURTHER DISCUSSION WITH THE STATE TO OFFICIALLY CONFIRM THESE TERMS BUT BELIEVE WE CAN AGREE.

The bidders should submit with their solicitation response any license, user agreement, service level agreement, or similar documents that the bidder wants incorporated in the Contract. The State will not consider incorporation of any document not submitted with the solicitation response as the document will not have been included in the evaluation process. These documents shall be subject to negotiation and will be incorporated as addendums if agreed to by the Parties.

If a conflict or ambiguity arises after the Addendum to Contract Award has been negotiated and agreed to, the Addendum to Contract Award shall be interpreted as follows:

1. If only one (1) Party has a particular clause, then that clause shall control,
2. If both Parties have a similar clause, but the clauses do not conflict, the clauses shall be read together,
3. If both Parties have a similar clause, but the clauses conflict, the State's clause shall control.

A. GENERAL

1. The contract resulting from this Solicitation shall incorporate the following documents:
 - a. Solicitation, including any attachments and addenda;
 - b. Questions and Answers;
 - c. Bidder's properly submitted solicitation response, including any terms and conditions or agreements submitted by the bidder;
 - d. Addendum to Contract Award (if applicable); and
 - e. Amendments to the Contract. (if applicable)

These documents constitute the entirety of the contract.

Unless otherwise specifically stated in a future contract amendment, in case of any conflict between the incorporated documents, the documents shall govern in the following order of preference with number one (1) receiving preference over all other documents and with each lower numbered document having preference over any higher numbered document: 1) Amendment to the executed Contract with the most recent dated amendment having the highest priority, 2) Executed Contract and any attached Addenda 3) Addendums to the solicitation and any Questions and Answers, 4) the original solicitation document and any Addenda or attachments, and 5) the Vendor's submitted solicitation response, including any terms and conditions or agreements that are accepted by the State.

2. Transfer ownership and title to all completed or partially completed deliverables to the State,
3. Return to the State all information and data unless the Vendor is permitted to keep the information or data by contract or rule of law. Vendor may retain one copy of any information or data as required to comply with applicable work product documentation standards or as are automatically retained in the course of Vendor's routine back up procedures,
4. Cooperate with any successor Contractor, person, or entity in the assumption of any or all of the obligations of this contract,
5. Cooperate with any successor Contractor, person, or entity with the transfer of information or data related to this contract,
6. Return or vacate any state owned real or personal property; and,
7. Return all data in a mutually acceptable format and manner.

Nothing in this section should be construed to require the Vendor to surrender intellectual property, real or personal property, or information or data owned by the Vendor for which the State has no legal claim.

U. PROHIBITED PRODUCTS

The State will not accept Gray Market Products for this solicitation. Gray Market is defined as the trade of a commodity through distribution channels which, while legal, are unofficial, unauthorized, or unintended by the original manufacturer. Gray Market items are not designed to be sold in a particular market and cannot be supported by the authorized importer because of various reasons.

The State will not accept any products made by a company owned by the Chinese Communist Party. Furthermore, pursuant to Executive Order No. 23-05, the State will not accept any communications equipment or services developed by organizations on the Federal Communications Commission's Covered List.

The State will not accept goods from countries or persons identified on the Office of Foreign Assets Control Sanctions List.

V. AMERICANS WITH DISABILITIES ACT

Vendor shall comply with all applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12131-12134), as amended by the ADA Amendments Act of 2008 (ADA Amendments Act) (Pub.L. 110-325, 122 Stat. 3553 (2008)), which prohibits discrimination on the basis of disability by public entities.

III. VENDOR DUTIES

Bidder should read the Vendor Duties within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Vendor Duties Within Section as Written" in the table below. If exception is not taken to a provision, it is deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Vendor Duties Within Section as Written (Initial)	Exceptions Taken to Vendor Duties Within Section as Written (Initial)	Exceptions: (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
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A. INDEPENDENT VENDOR / OBLIGATIONS

It is agreed that the Vendor is an independent Vendor and that nothing contained herein is intended or should be construed as creating or establishing a relationship of employment, agency, or a partnership.

The Vendor is solely responsible for fulfilling the contract. The Vendor or the Vendor's representative shall be the sole point of contact regarding all contractual matters.

The Vendor shall secure, at its own expense, all personnel required to perform the services under the contract. The personnel the Vendor uses to fulfill the contract shall have no contractual or other legal relationship with the State; they shall not be considered employees of the State and shall not be entitled to any compensation, rights or benefits from the State, including but not limited to, tenure rights, medical and hospital care, sick and vacation leave, severance pay, or retirement benefits.

By-name personnel commitments made in the bidder's solicitation response shall not be changed without the prior written approval of the State. Replacement of these personnel, if approved by the State, shall be with personnel of equal or greater ability and qualifications.

All personnel assigned by the Vendor to the contract shall be employees of the Vendor or a subcontractor and shall be fully qualified to perform the work required herein. Personnel employed by the Vendor or a subcontractor to fulfill the terms of the contract shall remain under the sole direction and control of the Vendor or the subcontractor respectively.

With respect to its employees, the Vendor agrees to be solely responsible for the following:

1. Any and all pay, benefits, and employment taxes and/or other payroll withholding.
2. Any and all vehicles used by the Vendor's employees, including all insurance required by state law.
3. Damages incurred by Vendor's employees within the scope of their duties under the contract.
4. Maintaining Workers' Compensation and health insurance that complies with state and federal law and submitting any reports on such insurance to the extent required by governing law.
5. Determining the hours to be worked and the duties to be performed by the Vendor's employees; and,
6. All claims on behalf of any person arising out of employment or alleged employment (including without limit claims of discrimination alleged against the Vendor, its officers, agents, or subcontractors or subcontractor's employees).

If the Vendor intends to utilize any subcontractor, the subcontractor's level of effort, tasks, and time allocation should be clearly defined in the solicitation response. The Vendor shall agree that it will not utilize any subcontractors not specifically included in its solicitation response in the performance of the contract without the prior written authorization of the State. If the Vendor subcontracts any of the work, the Vendor agrees to pay any and all subcontractors in accordance with the Vendor's agreement with the respective subcontractor(s).

The State reserves the right to require the Vendor to reassign or remove from the project any Vendor or subcontractor employee.

Vendor shall insure that the terms and conditions contained in any contract with a subcontractor does not conflict with the terms and conditions of this contract.

The Vendor shall include a similar provision, for the protection of the State, in the contract with any Subcontractor engaged to perform work on this contract.

B. FOREIGN ADVERSARY CONTRACTING PROHIBITION ACT CERTIFICATION (Nonnegotiable)


The Vendor certifies that it is not a scrutinized company as defined under the Foreign Adversary Contracting Prohibition Act, Neb. Rev. Stat. Sec. § 73-903 (5); that it will not subcontract with any scrutinized company for any aspect of performance of the contemplated contract; and that any products or services to be provided do not originate with a scrutinized company.

IV. PAYMENT

Bidder should read the Payment clauses within this section and must initial either "Accept All Terms and Conditions Within Section as Written" or "Exceptions Taken to Payment clauses Within Section as Written" in the table below. If exception is not taken to a provision, it is deemed accepted as stated. If the bidder takes any exceptions, they must provide the following within the "Exceptions" field of the table below (Bidder may provide responses in separate attachment if multiple exceptions are taken):

1. The specific clause, including section reference, to which an exception has been taken;
2. An explanation of why the bidder took exception to the clause; and
3. Provide alternative language to the specific clause within the solicitation response.

By signing the solicitation, bidder agrees to be legally bound by all the accepted terms and conditions, and any proposed alternative terms and conditions submitted with the solicitation response. The State reserves the right to negotiate rejected or proposed alternative language. If the State and bidder fail to agree on the final Terms and Conditions, the State reserves the right to reject the solicitation response. The State reserves the right to reject solicitation responses that attempt to substitute the bidder's commercial contracts and/or documents for this solicitation.

Accept All Payment Clauses Within Section as Written (Initial)	Exceptions Taken to Payment Clauses Within Section as Written (Initial)	Exceptions: (Bidder must note the specific clause, including section reference, to which an exception has been taken, an explanation of why the bidder took exception to the clause, and provide alternative language to the specific clause within the solicitation response.)
		

A. PROHIBITION AGAINST ADVANCE PAYMENT (Nonnegotiable)

Pursuant to Neb. Rev. Stat. § 81-2403, "[n]o goods or services shall be deemed to be received by an agency until all such goods or services are completely delivered and finally accepted by the agency."

B. TAXES (Nonnegotiable)

The State is not required to pay taxes and assumes no such liability as a result of this Solicitation. The Vendor may request a copy of the Nebraska Department of Revenue, Nebraska Resale or Exempt Sale Certificate for Sales Tax Exemption, Form 13 for their records. Any property tax payable on the Vendor's equipment which may be installed in a state-owned facility is the responsibility of the Vendor.

C. INVOICES

Invoices for payments must be submitted by the Vendor to the agency requesting the services with sufficient detail to support payment. Contractor will submit a bi-weekly invoice to NDOL.Procurement@nebraska.gov. Invoices must include supporting documentation as deemed acceptable by NDOL.

The terms and conditions included in the Vendor's invoice shall be deemed to be solely for the convenience of the parties. No terms or conditions of any such invoice shall be binding upon the State, and no action by the State, including without limitation the payment of any such invoice in whole or in part, shall be construed as binding or estopping the State with respect to any such term or condition, unless the invoice term or condition has been previously agreed to by the State as an amendment to the contract. **The State shall have forty-five (45) calendar days to pay after a valid and accurate invoice is received by the State.**

D. INSPECTION AND APPROVAL

Final inspection and approval of all work required under the contract shall be performed by the designated State officials.

The State and/or its authorized representatives shall have the right to enter any premises where the Vendor or Subcontractor duties under the contract are being performed, and to inspect, monitor or otherwise evaluate the work being performed. All inspections and evaluations shall be at reasonable times and in a manner that will not unreasonably delay work.

COST PROPOSAL
NDOL Call Center Support for Unemployment Insurance Services
RFP 121962 - o3
Bidder's Name: Tata Consultancy Services

Bidder to complete the following cost proposal, which shall include all costs of staffing including labor, employee benefits and all statutory employment costs and all other direct costs of operating the call center as described in Section V of the RFP.

Deliverable Section	Summary of Total Project Costs	Annual Cost Year 1	Optional Renewal One Annual Cost	Optional Renewal Two Annual Cost	Optional Renewal Three Annual Cost	Optional Renewal Four Annual Cost
V.B.6.b.i	Interpretation expenses (paid biweekly)	\$100,000.00	\$100,000.00	\$100,000.00	\$100,000.00	\$100,000.00
V.D. a	Project Planning and Management	\$80,000.00	\$0.00	\$0.00	\$0.00	\$0.00
V.D. b	Outline and phase management	\$70,000.00	\$0.00	\$0.00	\$0.00	\$0.00
V.D. c	Daily First Tier Support and call reporting (paid biweekly)	\$2,319,000.00	\$ 2,292,360	\$ 2,367,620	\$ 2,444,839	\$ 2,524,074
	Total Project Costs	\$2,569,000.00	\$2,392,360.00	\$2,467,620.00	\$2,544,839.00	\$2,624,074.00

Alternative Costs: Next Generation Contact Center (indicative...to be validated / confirmed with initial consulting engagement...Included in cost)

Deliverable Section	Summary of Total Project Costs	Annual Cost Year 1	Optional Renewal One Annual Cost	Optional Renewal Two Annual Cost	Optional Renewal Three Annual Cost	Optional Renewal Four Annual Cost
V.B.6.b.i	Interpretation expenses (paid biweekly)	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00
V.D. a	Project Planning and Management	\$80,000.00	\$0.00	\$0.00	\$0.00	\$0.00
V.D. b	Outline and phase management	\$70,000.00	\$0.00	\$0.00	\$0.00	\$0.00
V.D. c	Daily First Tier Support and call reporting (paid biweekly)	\$1,739,250.00	\$1,490,034.00	\$1,420,572.00	\$1,442,455.01	\$1,463,962.92
	Total Project Costs	\$1,964,250.00	\$1,565,034.00	\$1,495,572.00	\$1,517,455.01	\$1,538,962.92