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| SOLICITATION ADDENDUM One  QUESTIONS AND ANSWERS & ATTACHMENTS: NDOL Call Report 2024-2025, NDOL IVR Call Flow addition. |

**SOLICITATION NUMBER:** **121962-o3**

**Call Center Support for Unemployment Insurance services**

**Opening Date: June 27, 2025 2pm**

**Addendum Effective Date: June 23, 2025**

#### Questions and Answers

Following are the questions submitted and answers provided for the above-mentioned solicitation. The questions and answers are to be considered as part of the solicitation. It is the responsibility of bidders to check the State Purchasing Bureau website for all addenda or amendments.

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| Question Number | RFP  Section  Reference | RFP  Page Number | Question | State Response |
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| 1 | Scope of Service | 1 | Has the current contract gone full term? | Previous contract information can be found on the state contract database: <https://statecontracts.nebraska.gov/> Document number 107482 Document type o4 (letter o number 4). Be sure to review all attachments. |
| 2 | Scope of Service | 1 | Have all options to extend the current contract been exercised? | See question #1 |
| 3 | Scope of Service | 1 | Who is the incumbent, and how long has the incumbent been providing the requested services? | See question #1. |
| 4 | Scope of Service | 1 | How are fees currently being billed by any incumbent(s), by category, and at what rates? | See question #1 for historical costs associated with the services. |
| 5 | Scope of Service | 1 | What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)? | See question #1 for historical costs associated with the services. |
| 6 | Project Description and Scope of Work | 33 | What is the required degree of dedication for the call center? | The Contractor shall provide staff exclusively dedicated to fulfilling the State’s/Agency’s stated requirements. |
| 7 | Project Description and Scope of Work | 33 | What is the required degree of dedication for the operators? | The Contractor shall provide staff exclusively dedicated to fulfilling the State’s/Agency’s stated requirements.  See RFP V.C.3.F.i, iii |
| 8 | Project Description and Scope of Work | 33 | What is the current number of seats for operators and supervisors at your existing call center? | See Question #1, |
| 9 | Schedule of Events | 12 | Please reconfirm the due date for this procurement by providing it in response to answers to questions. | June 27th, check schedule of events for any updates. |
| 10 | Schedule of Events | 12 | Why has this bid been released at this time? | Please see question #1 as the current agreement is coming to an end. |
| 11 | Cost Sheet |  | 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? | Please complete the cost sheet as it is laid out. |
| 12 | Scope of Service | 1 | Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. | All information can be found in the RFP, bidder should provide a response that meets the requirements of the RFP. |
| 13 |  |  | Is there an incumbent and have you been satisfied with the incumbent's performance? | See question 1 for historical and question 12. |
| 14 |  |  | Do you have a budget or budget estimate for this contract? | See Question 1 for historical contracted amounts. |
| 15 | III. A | 15 | Can you confirm whether subcontracting is allowed under this contract? | All pertinent information is included in the RFP. |
| 16 | V. A | 23 | Are there languages other than English and Spanish that the contractor would need to have available? | Contractor shall supply a method of telephonic interpretation for non-English and non-Spanish language interpretation services.  See V.B. General operational requirements .6. |
| 17 | V. |  | Do you have a preference for an in-state vendor? | The RFP is open to vendors located within the United States. |
| 18 | V. c. 3. B. | 26 | What CRM and other software are currently used to provide these call center services? | Services are currently provided by a vendor, see question #1 for contract information. |
| 19 | V.A. | 23 | How many call agent seats does the current vendor fill? | See Question #1 |
| 20 | General | N/A | Please identify all State provided systems the Contractor will be required to use. | The vendor will need to utilize NEWORKS system. |
| 21 | General | N/A | Please identify any license fees associated with any State-provided systems. | Not applicable. |
| 22 | General | N/A | Please provide two years of monthly call reports so that bidders can properly understand and prepare for call patterns. | Please see attachment “NDOL Call Report 2024-2025” for available information. |
| 23 | General | N/A | Given that the Contractor is responsible for hiring staff, completing a train-the-trainer program, training staff, configuring a CRM, testing a CRM, configuring an IVR, testing the IVR, remediating defects, etc., would the State please allow a minimum of three months to implement the Contract? | NDOL is not able to commit to a minimum implantation period. Timeframe will be negotiated with the winning bidder. |
| 24 | Schedule of Events | 2 | Will the State be able to provide all Contractor employees access to State systems with enough time to complete training prior to go-live? | NDOL will grant access to systems as appropriate for training. |
| 25 | V.A Project Overview | 23 | Please confirm the 71,000 calls include callbacks. | 71,000 represents incoming calls and does not include callbacks. |
| 26 | V.A Project Overview | 23 | Please confirm the 71,000 calls are all live-answered, and do not include self-service. | Confirmed. |
| 27 | V.A Project Overview | 23 | Please confirm the Contractor is not responsible for accepting calls from employers. | Contractor may receive calls from the employer and would be responsible for routing the calls appropriately. |
| 28 | V.A Project Overview | 23 | What is the current average wait time? | Current average wait time is under a minute. |
| 29 | V.A Project Overview | 23 | What call volume is experienced during the identified peaks? | See question #22 |
| 30 | V.B.2 Data Entry Services | 24 | Will NDOL provide the Contractor with a sandbox environment of NEworks for training purposes? | No |
| 31 | V.C.3.A | 26 | Please provide examples of calls that are escalated to NDOL. | All training materials identify which information requires callback. |
| 32 | V.C.3.B Customer Relationship Manag | 26 | Is the CRM required to integrate with any state systems? If so, please describe the type of integrations required and confirm they are not required on day one of go-live. | Not requiring integration to state system, NDOL staff will require access to bidder CRM. |
| 33 | V.C.3.B Customer Relationship Manage | 26 | Given the timeline for go-live, please confirm that no data migration from a current CRM will be required | No migration required. |
| 34 | V.C.3.B Customer Relationship Manage | 26 | Will State employees use the Contractor’s CRM? If so, how many users and for what purpose? | Yes, approximately 15 employees to review reports, assign work, etc. |
| 35 | V.C.3.E IVR | 28 | Please confirm that the Contractor is required to provide not only an IVR, but also a fully operational telecommunications system (e.g., the ability to accept and make calls, generate reports, etc.). | Yes |
| 36 | V.C.3.E IVR | 28 | If the State will provide the fully functioning telecommunication system, please provide the make and model of the phone system. | No see 35 |
| 37 | V.C.3.E IVR | 28 | Please provide the current IVR structure, options, etc. | See attachment “NDOL IVR Call Flow” |
| 38 | V.C.3.E IVR | 28 | Please identify the integrations with State systems that are required for the IVR. | See question #35, 32 |
| 39 | III.A Independent Vendor / Obligations | 15 | The RFP states “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.” Should vendors include proposed subcontractors in their cost proposal? | The vendor should provide all relevant expenses within the cost sheet. |
| 40 | V.B.3 Interactive Voice Response (IVR) System | 24 | The RFP states, “The IVR shall: i. Process calls per NDOL approved scripts ii. Offer multi-language support iii. Monitor system performance continuously iv. Provide detailed IVR reporting to NDOL.” Would the State be interested in additional IVR features, such as an option to schedule a callback during peak busy times, or automated features such as voice recognition? | NDOL is awarding the RFP for claimants to talk with a live person. See section V.A. of RFP |
| 41 | VI.A.1.d Office Location | 30 | The RFP states, “The bidder’s office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.” Does the State have a preference as to the specific office location? | See V.B. GOR 1. For office location requirements |
| 42 | General | N/A | Is this a new initiative or does the NDOL have an incumbent on this? If there is an incumbent, please disclose their names and if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing. | See question #1 |
| 43 | General | N/A | What is the estimated budget for this contract? If unknown, please provide previous spending. | See question 1 for historical. |
| 44 | General | N/A | How many agents are currently working under this contract? | See question 1. |
| 45 | General | N/A | Please specify the average monthly/weekly call volume. | See question #22 |
| 46 | General | N/A | Is the NDOL facing any issues under the current contract? If so, please specify. | See question #12 |
| 47 | General | N/A | It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct? | See RFP: V.A & V.B.GOR 1. Regarding location and eligibility. |
| 48 | General | N/A | It is our understanding that the NDOL hasn’t established any subcontracting goal for this contract. Is this correct? | Pertinent information is in the RFP. See question#39 |
| 49 | General | N/A | How many awards is the NDOL planning to make? | NDOL will award one contract from the RFP. |
| 50 | General | N/A | Please specify the tools that the NDOL is currently using for call center services. | See question #1 |
| 51 | General | N/A | Is it possible for the NDOL to extend the due date for proposal submissions? | No |
| 52 | General | N/A | Please specify the current tools that the NDOL is using for call center services. Also, please clarify whether the awarded vendor is required to use these tools or if they can use their own proposed system. | See question #1 |
| 53 | VI. Solicitation  Response Instructions | Page #30 | It is mentioned that the vendors need to submit their “Corporate Overview, Technical Response, and Cost Sheet” separately, whereas on page #32 under 2. Technical Response it is mentioned that “e. Attachment #2: Cost Proposal”. Please confirm whether the vendors need to share the cost sheet separately or within the technical response? | The vendor should submit the cost sheet separately. |
| 54 | VI. Solicitation  Response Instructions | Page #30 | Please specify whether “Attachment #1: Required Bidder Responses” needs to be submitted separately in Excel format, or if vendors can include it in their Technical Proposal. | Vendor must submit attachment 1 as a separate attachment. |
| 55 | General Question | 1 | Why is the RFP being released at this time? | See question #1 |
| 56 | General Question | 1 | How many vendors do you anticipate to award? | See question #49 |
| 57 | General Question | 1 | Requirements are that Average Handle Time must be less than or equal to 10 minutes. What is the current average handle time per call? Does this handle time include wrap up? If not, can you provide average wrap up time? | See question #22 for call report information. |
| 58 | General Question | 1 | Do you have any daily variances in call volumes (ex: Fridays are usually 75% of Monday volumes, etc.) | See question #22 |
| 59 | General Question | 1 | Will the winning bidder need to integrate any technology with existing platforms? | See question #32 |
| 60 | Icumbant Question | 1 | Who is the incumbent/prior contractor? | See question #1 |
| 61 | Icumbant Question | 1 | What is the name of the incumbent? | See question #1 |
| 62 | Icumbant Question | 1 | Can NDOL confirm that North End Teleservices are the current contractor/incumbent? | See question #1 |
| 63 | Icumbant Question | 1 | Has the current contract gone full term with all options extended? | See question #1 |
| 64 | Icumbant Question | 1 | What is the current pricing schedule for incumbent or prior contractor? | See question #1 |
| 65 | Icumbant Question | 1 | On a scale of 1-5 with 5 being the best, how satisfied are you with the current vendor? | See question #12 |
| 66 | Icumbant Question | 1 | What improvements would you like to see a new vendor bring to the project? | See question #12 |
| 67 | Icumbant Question | 1 | How much money was paid to the incumbent over the past year? | Please see question 1 for contracted amounts. |
| 68 | Schedule question | 2, 3 | Is NDOL able to release answers to questions sooner than 6/23 since the proposal is due 6/27? If not, would NDOL consider an extension to allow bidders 2 weeks to review all answers to questions prior to submission? | No |
| 69 | P. EVALUATION OF  SOLICITATION RESPONSES | 6 | Can NDOL provide the value of the points assigned to each evaluation criteria as referenced in item P? | Evaluation criteria will be posted with the notification of intent to award. |
| 70 | V.B. Business Requirements | 23 | Can all services be performed remotely, or is any on-site presence required? | VB 1.b. VB.1.c. |
| 71 | V.A. Project Overview | 23 | What data security standards must be followed at minimum (e.g., NIST, SOC 2, HIPAA)? | The state uses a tailored set of requirements from the Nebraska Information Technology Commission. These are based on various NIST standards. The most applicable section would be Chapter 8: <https://nitc.nebraska.gov/standards/8-Chapter.pdf>. Some of the provisions are specific to the state but would be adapted/applied to the vendor. |
| 72 | V.B. Business Requirements | 23 | Are background checks required for all personnel? If so, what level of check is required (Public trust for example)? | See Question#71 |
| 73 | V.B. Business Requirements | 23 | Who is responsible for conducting and paying for the background checks—the vendor or the State? | See V.B.5 vendor may include costs in cost sheet. |
| 74 | Scope of Service | 1 | Who is the incumbent or is it captively ran? | Please see question #1 for historical information. |
| 75 | Scope of Service | 1 | Can you share any current performance challenges with the current situation? | All pertinent information can be found in RFP. |
| 76 | I.N. Solicitation  Requirements  (Required Bidder  Responses) | 5 | There is a reference to Section V.C.6 in one of the required responses, but that section does not appear to exist. Can you confirm whether this was intended to reference Section V.C.3.B.xiii-ix or Section D. Deliverables and Performance Standards instead? | Correction, should read V.B. Call service Requirements. # 6 Report requirements part a. |
| 77 | I.P.1 Evaluation of  Solicitation Responses | 6 | Is there a scoring rubric upon which proposals will be evaluated (e.g., will specific point values be assigned to each of the Corporate Overview, the Technical Response, and the Cost Sheet)? | See question # 69 |
| 78 | I.V. Prices & Cost  Clarification | 8 | Can you share any guidance on expected budget or historical spend for similar services? | See question #1 for historical reference. |
| 79 | I.V. Prices & Cost  Clarification | 8 | Is the state open to different pricing models (e.g., per-call / contact, all-in hourly rate, per-agent-hour)? | All information can be found within the RFP. |
| 80 | V.A. Project Overview | 23 | Is there an interest in chat or SMS-based support, either now or in the future? | See question #40 |
| 81 | V.A. Project Overview | 23 | Should the physical call center office be based in Nebraska or is it acceptable to have a physical office in another state? | See question#41 |
| 82 | V.A. Project Overview | 23 | Does the state currently outsource the call center? If so, are you able to share the current vendor? If not, how is it currently staffed and managed internally? | See question #1 |
| 83 | VI.A.1.i Summary of  Bidder’s Proposed  Personnel /  Management Approach | 31 | If awarded the contract, we may need to engage in minor additional hiring for call center agents. May we submit detailed job descriptions for agent roles at this stage, along with resumes for leadership and support staff, and provide agents resumes post-award? | See question#12 |
| 84 | V.A. Project  Overview | 23 | Is the current vendor able to respond to this RFP? If not,  are you looking to replace the call center agents and the  technologies? | Bidder must meet requirements of RFP Section V.B. GOR #3 Turnkey solution. |
| 85 | V.A. Project  Overview | 23 | Will the Department consider innovative delivery models  that incorporate emerging technologies such as  conversational AI or intelligent virtual assistants to  supplement live agent support? | NDOL is not considering AI at this time. |
| 86 | V.B. Business  Requirements | 24 | What systems and tools are currently in place for  managing customer interactions, and is the Department  open to modernizing or replacing them if efficiency gains  can be demonstrated? | Bidder must meet requirements of Section V.B. G.O.R #3 Turnkey solution. |
| 87 | V.B. Business  Requirements | 25 | Is there interest in implementing automated workflows for  handling common inquiries or routing tasks (i.e. FAQ,  knowledge articles, etc), particularly to reduce wait times  and manual handling during peak periods? | See question #40. |
| 88 | V.C. Scope of  Work | 27 | To what extent is the Department prioritizing  multichannel engagement options (e.g., SMS, chat, web  forms) as part of the call center strategy? | See question #40. |
| 89 | V.D.  Deliverables | 29 | Would the Department prefer access to interactive  dashboards or real-time KPIs, in addition to monthly  static reports, for performance monitoring and  decision-making? | See section V.B.6 Report Requirements. |
| 90 | V.C. Scope of  Work | 26 | Can vendors propose a service model that dynamically  scales using technology and automation, particularly  during high-volume seasons, rather than relying solely on  staffing increases? | See question #40. |
| 91 | V.A. Project  Overview | 23 | Apart from supporting the DOL UI, are there any other  agencies involved or impacted by this RFP? If so, will  those agencies be involved in the new scope? | No other agencies are involved. |
| 92 | V.A. Project  Overview | 23 | Are there any specific areas of improvement or service  gaps observed under the current contract that the  Department would like bidders to address in their  proposals? | See question#12 |
| 93 | V.A. Project  Overview | 23 | Is the Department primarily seeking a cost-neutral continuation of current services, or is there a specific  budgetary objective driving interest in enhanced or  technology-driven solutions? | See question #1. |
| 94 | V.A. Project  Overview | 23 | Can you clarify the scope and licensing expectations for  any required software (e.g., CRM, IVR platform)? Should  vendors assume full procurement, configuration, and  support responsibilities? | Bidder must meet requirements of Section V.B. G.O.R #3 Turnkey solution. |
| 95 | V.A. Project  Overview | 23 | Will vendors be allowed to subcontract portions of the  service delivery (e.g., language interpretation or  after-hours overflow) under NDOL oversight, or must all  operations be fully insourced by the prime vendor? | See question#39 |
| 96 | V.A. Project  Overview | 29 | Based on section D page 29 (Deliverables), are there  penalties or liquidated damages associated with missing  performance benchmarks (e.g., ASA, abandonment rate),  and how are they typically enforced? | Failure to meet contract requirements may result in breach of contract. See RFP VB CCSR. 4. For performance monitoring information and V.C.3.F for performance standards. |
| 97 | F.  Performance  Standards | 29 | Please describe the process for CSAT’s? | SEE RFP V.C. 3.A.x |
| 98 | F.  Performance  Standards | 28 | Capturing accurate and detailed information within CRM  and NEworks systems on ≥95% of all calls (including  callbacks)”  Based on the above performance standards, is the  agency planning on remaining on the existing technology  stack? | See question#32 regarding CRM. The state has no plans at this time to change from NEworks. |
| 99 | N/A | N/A | What is the state's budget for this solicitaiton? | See question #1. |
| 100 | V. Project Description and  Scope of Work, B. Business  Requirements, #6. | 24 | What is the average volume of Spanish calls? | See question#22 |
| 101 | V. Project Description and  Scope of Work, C. Scope of  Work, I. Quality Assurance | 29 | What are the quality assurance requirements for the number of calls reviewed per agent? | Winning bidder will establish a quality assurance process. See V.C.I.3 |
| 102 | V. Project Description and  Scope of Work, C. Scope of  Work, 3. Scope of Services,  A. First-Tier Support, x. | 26 | Is the after-call survey for all calls received or a percentage of the call volume? | All calls received. |
| 103 | Performance Monitoring | Page 25 | "Can NDOL clarify how penalties will be assessed for missed performance standards, including what thresholds trigger corrective action, whether any grace period is allowed, and if there's an escalation process prior to penalty enforcement?  What penalties may be imposed  What level of deviation triggers a penalty  Whether there's a grace period or escalation process before a penalty is applied" | See question #96 |
| 104 | Perfromance Standards | Page 28 | "Request for Clarification - the RFP make reference to 3 different service level goals. We would like to clarify what the service level expectation is.  ""Answer at least 98% of all incoming calls"", ""The Contractor is required to answer 95% of all calls"" & ""Abandon rate of <10%"" Is the state requesting a service level of 90%, 95%, or 98% for overall service levels? " | Please see V.C.3.I.iv. for service level information. |
| 105 | Perfroamance Standards | Page 28 | Can the state clarify how they would like the Customer Satisfactation Score (CSAT) defined and calculated? | See Question #97 |
| 106 | Perfroamance Standards | Page 28 | Can the state clarify how they would like the First Call Resolution (FCR) Rates defined and calculated? | All pertinent information is provided in the RFP. |
| 107 | 1B | Page 24 | Which phone system does NDOL use today? | See question #1 for historical contract information |
| 108 | RFP /Section G | Page 28 | At what frequency does NDOL expect face-to-face meetings need to be held in Lincoln, Nebraska? | As needed. |
| 109 | Copy of DM1582\_12\_8\_Cost\_sheet.xlsx / Row 8 | (Row 8) | What prices does NDOL expect this to include? The 10% of biligual agents and/or the telephonic interpretation? | The vendor should include all relevant costs on the cost sheet. |
| 110 | RFP / Section B.6. | Page 24 | What is the number of times telephonic interpretation has been used in the past. | Information is not available. |
| 111 | RFP / Section B.6. | Page 24 | What is the length in minutes that telephonic interpretation has been used in the past | See #110 |
| 112 | 3B | Page 26 | Does the CRM system need FedRAMP certification? | FedRAMP certification is not required at this time. |
| 113 | Performance Standards F iv | Page 28 | How are the Key Performance Indicators measured? Daily, Weekly or Monthly | See RFP V.B. CCSR.6. KPIs are measured daily. See V.B. SCCSR .4.a Monthly monitoring. |
| 114 | no specific section | no specific page number | Can you clarify which items may lead to penalties and the potential penalties percentage? | See question #96, See RPF performance metrics V.C.3.F |
| 115 | no specific section | no specific page number | Can you provide the Average Handle time per call type? | See question #22 |
| 116 | Offer multi-language support RFP - Section V,B | Page 24 | What languages besides English and Spanish must be supported? | SEE V.B. GOR 6.b.i any non-English, non-Spanish |
| 117 | Customer relationship software RFP - Section V,B | Page 24 | What is customer relationship software? | Customer Relationship Management (CRM) is a system that helps businesses manage and analyze customer interactions and data throughout the customer lifecycle |
| 118 | Telephony system (CRM) RFP - Section V,B | Page 23 | Does the telephony solution need to be FedRAMP or State RAMP certified? | See question #112, State RAMP is not required at this time. |
| 119 | IVR RFP - Section V,B | Page 24 | Is the IVR in English only? If not what other languages? | IVR must be in English and Spanish. See RFP V.B.CCSR. 3.a.ii |
| 120 | CRM integration with third-party systems RFP - Section V,C | Page 26 | What systems does the CRM need to integrate with? | There are no required integrations at this time. |
| 121 | Computer RFP - Section V,B | Page 23 | What are the computer equipment requirements? | See question #71 regarding security standards. Vendor must be able to meet requirements of RFP |
| 122 | Computer RFP - Section V,B | Page 23 | What internet speed is required for Agents? | See question 84. Vendor must be able to meet performance standards and all requirements of RFP. |
| 123 | no specific section | no specific page number | Can NDOL please provide historical actual call volume, average handle times, and wait times for the past year broken out by month for both Claim inquires and Scheduling callbacks? | See question #22 |
| 124 | no specific section | no specific page number | Does NDOL currently have a WFM Software they are using and if so what is it? | no |
| 125 | no specific section | no specific page number | Will the contractor be required to provide the WFM Software? If yes, does it need to be FedRamp certified? | WFM software is not a requirement but vendor must be able to manage staff including assign work. |
| 126 | no specific section | no specific page number | Will NDOL be providing the forecasted call volume or will the contractor be performing forecasting tasks for this contract? | Winning bidder will be responsible for forecasting call volume. see Question 22 for historical reports |
| 127 | no specific section | no specific page number | How will the fact that vendors may submit as "All or None" or "Lump Sum" impact the evaluation? | Bidder should provide a response that meets the requirements of the RFP. |
| 128 | no specific section | no specific page number | When the State says that they reserve the right to deny any price increases, can you clarify if this is only to the extent that is not already included in the price for the option years? | All pertinent information is provided in the RFP. |
| 129 | no specific section | no specific page number | Can you provide the breakdown by language of the 5,000 calls that require translation services? | Information is not available. |
| 130 | no specific section | no specific page number | Are Vendors expected to assist NDOL with callbacks beyond scheduling or is the Extent of the Vendor's involvement just scheduling the callback? | NDOL will complete callbacks. |
| 131 | no specific section | no specific page number | Can you clarify which technologies is the Vendor required to supply? IVR, CRM, Telephony CcaaS for Vendor and State, 1-800 Number. Also, can you clarify what kind of integrations are required from Vendor's systems to State systems? | 800 number owned/managed by NDOL, vendor must have their own IVR, CRM and any other systems needed to support the business. |
| 132 | Schedule of  Events | 2 | The amount of time between the State’s responses to written questions (6/23) and bids being due (6/27) is not much time. Are you willing to either answer questions earlier than June 23rd, or extend the bid deadline? | See question #68 |
| 133 | V. A | 23 | How many agents are currently answering these calls? How many agents are working simultaneously per hour? | See question#1 |
| 134 | V. A | 23 | How are you handling calls in other languages than English or Spanish | See question#16 |
| 135 | V. A | 23 | “Telework/remote work setups are not authorized under this contract” – but do callers need to be based in Nebraska? | See V.B.1.a for contractor location requirements. Claimants may call in from any location. |
| 136 | VI. A. b. | 30 | “non-publicly held firm should provide a banking reference” Can you clarify this requirement? Should we provide a reference from our business bank or should we provide our accounting firm or any other contact? What are the nature of the questions asked to these references? | Any information that would be pertinent to understanding the financial stability of the bidder. |
| 137 | V. C. | 26 | What is the average time for data handling included post call data entry? | See question#22 for call reporting history. |
| 138 | V.C.B. | 26 | The RFP states that the Contractor’s CRM and IVR will be used in conjunction with the State’s NEworks system. What CRM and IVR are currently being used, and how are these three systems currently interfacing to easily collect data and produce dashboards? | See question #1 for historical information. See question# 84 for bidder requirements |
| 139 | Call Volume and Operations |  | Can you provide the average daily and weekly call volume by month for the past  12 months? | See question #22 |
| 140 | Call Volume and Operations |  | Can you confirm the estimated peak call volume per hour during peak months? | See question #22 |
| 141 | Call Volume and Operations |  | What are the most common types of inquiries received? Can you provide  historical call type data or categorize calls into tiers (e.g., password resets,  eligibility questions, status updates)? | See question#22 |
| 142 | Call Volume and Operations |  | Can you confirm whether the 9,000 annual callbacks are in addition to the  71,000 inbound calls or included in that number? | Callbacks are not the responsibility of the vendor. 71,000 is all inbound calls. |
| 143 | Call Volume and Operations |  | Will NDOL provide interpreters or is the vendor responsible for supplying live  Spanish-speaking agents? Are additional languages anticipated? | Vendor is responsible see RFP V.B. GOR 6. |
| 144 | Call Volume and Operations |  | Can you provide a breakdown of the languages requested from the 5,000 non- English calls? | Information is not available. |
| 145 | Call Volume and Operations |  | What are the requirements for the contact center being in-person? | V.B.GOR 1.c |
| 146 | Staffing and Scheduling |  | Are there required minimum staffing levels or agent-to-call ratios expected  during peak hours? | Vendor must performance requirements of RFP. |
| 147 | Staffing and Scheduling |  | Does the Quality Assurance Analyst and Supervisor need to be physically onsite  at the vendor facility, or is virtual oversight acceptable? | SRR RFP: V.B. CCSR 5.a.iii |
| 148 | Staffing and Scheduling |  | Can you provide the official list of Nebraska State holidays observed (since the  center will not operate during those times)? | See: <https://das.nebraska.gov/personnel/holiday.html> |
| 149 | Staffing and Scheduling |  | Can the work be done remotely if with the appropriate privacy and security  protocols? | See question #145 |
| 150 | Staffing and Scheduling |  | How many agents are anticipated? | See question #1 for historical information. |
| 151 | Technology and Integration |  | Will the vendor be responsible for telephony system integration? | The vendor will be responsible. |
| 152 | Technology and Integration |  | What specific phone system or platform does NDOL currently use, and under  what circumstances would the vendor be required to use and/or integrate with  it? | Bidder must meet requirements of Section V.B. G.O.R #3 Turnkey solution. |
| 153 | Technology and Integration |  | Will APIs or technical documentation be provided for integration with NEworks  and CRM systems? | See question#32 |
| 154 | Technology and Integration |  | Will NDOL require the vendor to build the IVR from scratch or modify an existing  system? | See question#35,37 vendor must provide an IVR system that meets the needs of the RFP. See B.V. CCSR 3.a & V.C.3.E |
| 155 | Technology and Integration |  | What is the required language coverage for the IVR? | See question# 119 |
| 156 | Technology and Integration |  | What data points must be displayed on the daily-accessible dashboard? Will  NDOL provide a template or preferred format? | Bidder must meet requirements of section V.B. Call center 6. Report requirements. |
| 157 | Technology and Integration |  | Are your systems accessible to screen readers? | Windows 11 has built-in accessibility tools that works with parts of NEworks |
| 158 | Technology and Integration |  | Is there a maximum magnification limit for your systems? | Unknown if there is a maximum setting. |
| 159 | Technology and Integration |  | Will the vendor be responsible for telephony system integration? | See question #151 |
| 160 | Training |  | How many vendor staff are expected to participate in the 'train the trainer'  program? | See V.B.CCSR 5.b.ii,iii contractor will be responsible to ensure all agents are trained. |
| 161 | Training |  | How frequently does NDOL anticipate updates to training materials, and how  will updates be communicated to the vendor? | See V.B.CCSR 5.b.iii. c, d. |
| 162 | Training |  | What does “creating a call script” consist of? | A call script is a pre-written guide, vendor shall develop a call script which shall be approved by NDOL see V.B.CCSR1.c. |
| 163 | Training |  | What is the timeline for train-the-trainer training? And the agent training? | Training will commence after the vendor start date. |
| 164 | Training |  | Have agent trainings typically taken two weeks to complete? | All information can be found in the RFP, bidder should provide a response that meets the requirements of the RFP.  SEE RFP V.B. CCSR 5.b. |
| 165 | Training |  | If an out-of-state vendor is selected, will NDOL travel to the vendor's site for  training, or will our team need to come to Nebraska? | SEE RFP V.B.CCSR.5.c. V.C.3.G |
| 166 | Data Entry and Systems |  | Will NDOL provide system access (e.g., NEworks)? If so, what are the security  requirements or certifications needed? | Yes, see question#24 vendor will be given access to train and perform the contract. access should be from a hardened device (see NITC 8-504) on a pre-approved network. Additional details can be discussed with winning bidder |
| 167 | Data Entry and Systems |  | What are the exact required data fields for each call record in the CRM and  NEworks? | See RFP V.B. CSSR. 2 |
| 168 | Performance and Penalties |  | Can you clarify the penalties and escalation procedures for missing KPIs | See question 96 See RFP V.B. CCSR 4.c. |
| 169 | Performance and Penalties |  | Will NDOL provide regular feedback on KPI results, and how often are  performance reviews conducted? | See RFP V.B.CCSR 4a. b. c. |
| 170 | Pricing Clarification |  | Should pricing be submitted per minute, per call, per FTE, or another structure? | Pricing should be submitted via cost sheet. |
| 171 | Pricing Clarification |  | Are there separate cost lines expected for setup, training, technology, or  supervisory staff? | See cost sheet |
| 172 | Miscellaneous |  | Is there a current vendor providing this service? If so, who is the incumbent and  what is the current contract value? | See question #1 |
| 173 | Miscellaneous |  | Will vendors have an opportunity to demonstrate platforms or tour the NDOL  site prior to final selection? | See RFP Schedule of events for vendor demonstration if needed. |
| 174 | Contact Center solution |  | Is the State of Nebraska Dept. of Labor solely seeking managed services for call center support? OR are you open to receiving bid proposals for a replacement cloud-based call center solution that could potentially be more cost-effective than managing an on-prem call center solution? IF YES to receiving a cloud-based replacement solution, please also answer the following questions for Call Center needs: | No |
| 174a | Contact Center: Licensing |  | How many total Contact Center: Agents? Supervisors? Administrators? | See #174 |
| 174b | Contact Center: Licensing |  | Will you prefer Named Agent or Concurrent Licensing model? Named requires a license per agent/supervisor/administrator configured in the platform. Concurrent requires license for number of allotted seats (you can configure as many users as desired but can only utilize the number of concurrent licenses that you have at any given time). | See #174 |
| 174c | Contact Center: LOB |  | How many total lines of business (LOB) are required? (how many different contact center departments). | See #174 |
| 174d | Contact Center: Channels |  | Which engagement channels are you interested in? (Voice, SMS, Email, Chat, Video) | See #174 |
| 174e | Contact Center: Skills |  | Are you interested in using skill based routing? | See #174 |
| 174f | Contact Center: Integrations |  | How many different systems does your contact center integrate with? What are the names of the CRMs or business systems? Can you provide use cases for each unique integration? | See #174 |
| 174g | Contact Center: Phone Numbers |  | List the total number of DIDs, Virtual Numbers, and Toll-Free numbers pointed towards the Contact Center | See #174 |
| 174h | Contact Center: Call Flows |  | Can you provide an estimated number of Call flows for each channel (voice, chat, SMS, social email)? I.e. Each main number or numbers pointing to the Contact Center is considered a call flow. | See #174 |
| 174i | Contact Center: Queues |  | Can you provide a estimated number of queues for each channel (voice, chat, SMS, social, email)? | See #174 |
| 174j | Contact Center: WFM |  | Do you require any Workforce Management (WFM)? If so how many agents/supervisors are required? | See #174 |
| 174k | Contact Center: QM |  | How do you currently handle quality management, and do you have a preference for integrating quality management within the future contact center solution? If so, how many agents/supervisors are required? | See #174 |
| 174l | Contact Center: Screen Recording |  | Do you require screen recording? | See #174 |
| 174m | Virtual Agent: |  | Do you require any self-service virtual agent chatbot? If so, do you have an estimated number of interactions needed per month? Or what is your current average monthly/annual web volume? | See #174 |
| 174n | Contact Center: Languages |  | Besides English, are any additional languages required? If so, please identify. | See #174 |
| 174o | Contact Center: Top Reasons |  | What are the top contact reasons to your contact centers and what percentage of overall volume are they? | See #174 |
| 174p | Contact Center: Pain Points |  | What are the main pain points or challenges you’re experiencing with the current contact center solution? | See #174 |
| 174q | Contact Center: PCI |  | Will the contact center digital agents (or bots) and/or agents take credit card payments over the phone or chat? | See #174 |
| 174r | Contact Center: Inbound Volume |  | What is the expected monthly (or annual) volume interactions across each communication channel (phone, email, SMS, social media, etc.)? | See #174 |
| 174s | Contact Center: Outbound Volume |  | What is the expected monthly (or annual) outbound call volume (voice)? | See #174 |
| 174t | Contact Center: Social Media |  | Are there any particular social media platforms or messaging apps that you anticipate integrating with the proposed system? | See #174 |
| 174u | Implementation |  | What is the potential timeframe to start the implementation and when would you potentially like to see it be finished? | See #174 |
| 174v | Survivability |  | Do you require survivability at your data center(s)? Or do you require local survivability at each location? If at each location provide the total location count. | See #174 |
| 174w | Call Queue Reporting |  | How many users will need Call Queue live reporting for time in queue, abandoned calls, overflowed to VM. The proposed solution supports historical reporting without additional licensing. | See #174 |
| 174x | Hardware |  | Do you require headsets or phones quoted? If so how many wireless and how many wired? | See #174 |
| 175 | Scope of Services B.iv |  | Under Scope of Services B.iv can the state provide details on the number and type of integrations that the CRM system would be required to integrate to? | See question#32 |
| 176 |  |  | Will it be required to have the first-tier Call Center be fully integrated to the NDOL staff internal system to schedule the call backs? How does the state desire the hand off between the two systems or teams occurring? | See question#32 |
| 177 |  |  | Would the state consider a single CRM solution that would include an overall system that would manage the first-tier Call Center and also the internal system for the call backs vs. two separate system that would potentially need to be integrated? | See question#40 |
| 178 |  |  | Would NE DOL consider multi-award or multi-source for this opportunity? | See question#49 |
| 179 |  |  | What are the number of users for the CRM solution? | See question #34 |
| 180 | Contact Center Environment |  | Is NDOL open to adopting a cloud-based Contact Center as a Service (CCaaS) solution, or is there a preference for on-premises or hybrid deployment? | See question#40 |
| 181 | Contact Center Environment |  | What is the total number of contact center seats currently in use? | See question #1 |
| 182 | Contact Center Environment |  | How many support users are involved? | See Question 1 for historical staffing |
| 183 | Contact Center Environment |  | How many call flows are presently active? | All pertinent information is in the RFP please see section# V.B. GOR. 3. |
| 184 | Contact Center Environment |  | What is the current contact center platform being used? Could NDOL share details? | See questions #1 for historical information |
| 185 | Contact Center Environment |  | Are there any specific challenges or limitations with the existing platform that you’d like us to be aware of? | All information can be found in the RFP, bidder should provide a response that meets the requirements of the RFP. |
| 186 | Contact Center Environment |  | What is the annual call volume for both inbound and outbound calls? | See question#22 |
| 187 | Contact Center Environment |  | What is the Average Handle Time (AHT) for inbound and outbound interactions? | See question#22 |
| 188 | Contact Center Environment |  | What communication channels does NDOL support or intend to support (e.g., X, WhatsApp, SMS, WebChat, Email)? | See question#40 |
| 189 | Technology Preferences |  | Does NDOL have a preferred CCaaS provider (e.g., Amazon Connect, Genesys, NICE, Five9, Twilio Flex), or is there flexibility for the contractor to propose an alternative? | See question #86 |
| 190 | Technology Preferences |  | Is there a preferred CRM platform (e.g., Salesforce, Microsoft Dynamics, HubSpot), or is the contractor allowed to recommend a solution? | See question#86 |
| 191 | Technology Preferences |  | Are there existing or expected CRM integrations with NDOL’s ERP platform? | See question #32 |
| 192 | Security & Compliance |  | Is call encryption required for both data in transit and at rest within the CCaaS solution? | See question# 71 |
| 193 | Security & Compliance |  | Are there specific compliance requirements NDOL must adhere to (e.g., PCI-DSS, HIPAA, FedRAMP)? | See question# 71, 118 |
| 194 | Security & Compliance |  | Will the CCaaS solution need to record all inbound and callback interactions, and what is the required retention period for call recordings? | See RFP V.C.3.I.i |
| 195 | Reporting & Workforce Management |  | Are there specific real-time dashboards or reporting interfaces NDOL staff need access to? If so, how many users will require access? | See section V.B.CCSR.6. for report requirements. See question34, approximately 15 employees will need access to review reports, assign work, etc. |
| 196 | Reporting & Workforce Management |  | Should the CCaaS platform include a Workforce Management (WFM) module with forecasting, scheduling, and adherence functionalities? | See question 86, question 125 |
| 197 | 1.A. | 1 | Is this a new contract, or is there an existing vendor for this scope of services? If this is a recompete, who is currently performing the work? | See Question #1 |
| 198 | Schedule of Events | 2 | Will NDOL consider extending the deadline for submissions to allow for additional time to incorporate information and responses given by the State to the written questions? | See Question 68, not at this time |
| 199 | V.A | 23 | Please confirm the number of resources currently supporting the requested scope of services. | See question #1 |
| 200 | V.B.CCSR.1.b | 24 | What phone system does NDOL utilize? | See question #1 for historical contract information |
| 201 | V.B.CSSR.1.c | 24 | Do scripts and training materials already exist for call center operations? | There is a contract in place see question 1. For historical information. See RFP V.B. CCSR1.c for script requirements and V.B. CCSR.5. for training requirements. |
| 202 | V.B.CCSR.2.a | 24 | "Requirements in this section state that contractor shall input the name, address, claim number, phone number, mother’s maiden name, at a  minimum into the contractors CRM as well as the Neworks. However, the bid sheet suggests that full SSN should be captured and there is a reference to last 4 of the SSN elsewhere in the proposal. Can you clarify this requirement? " | Lat 4 of SSN is required. |
| 203 | V.B.CCSR.4.c | 24 | What penalties and/or corrective measures may be applied for missed standards? | See Question#96 |
| 204 | V.B.CSSR.5.b.i.a | 24 | Confirm whether "train the trainer" for supervisors and information specialists can be conducted online or in-person. | See RFP V.B. CCSR.5.c.i |
| 205 | V.B.CSSR.5.b.i.a | 24 | What are the top reasons that make up the 85% of applicant/claimant calls indicated in this section? | See question #22 |
| 206 | V.B.CSSR.5.c.1. | 25 | The RFP states that training may take place online in a web application, is hybrid work authorized for agents or supervisors? | No, see RFP section V.B.1.c |
| 207 | V.B.CSSR.6.c | 25 | Can you provide examples of Ad Hoc reports you anticipate or have required previously? | See question #22 |
| 208 | V.B.CSSR.6.c | 25 | Is it NDOL's expectation that vendor would need to make CRM enhancements to generate Ad Hoc reports or would manual workarounds suffice? | See RFP: V.B. CCSR 6.C and V.3.C.B.VII. vendor should be able to provide ad hoc reports to NDOL in a timely manner. |
| 209 | V.C.3.B. | 26 | Which NDOL systems will need to be integrated with the CRM and what are their operating systems? | See integration question |
| 210 | V.C.2.A.ii. | 26 | What types of calls will require NDOL staff intervention? | See question #22 |
| 211 | V.C.2.A.i. | 26 | What types of calls would be handled as first-tier "simple issues"? | See question #22 |
| 212 | V.C.3.F.iv | 28 | Confirm whether the 1.5 minute After Call Work includes documenting the call in the CRM and Networks system. | See question #22 . |
| 213 | V.C.3.F.v. | 28 | Confirm whether the requirement that callers not be placed on hold for longer than 2 minutes refers to a monthly average. | Daily average. |
| 214 | Scope |  | What is DOL's desired implementation timeline? | See schedule of events from contract approval to contract start date. Vendor is expected to go live on October first. |
| 215 | Scope |  | Is there a target roll-out plan for the users? Will the solution be a phased rolled out for the users? | No phased roll-out plan. |
| 216 | Scope |  | What is the current Call Center/Contact Center solution that DOL has? | SEE Question #1 |
| 217 | Integration |  | Does the DOL have an existing CRM system that we need to migrate from? | See question #33 |
| 218 | Integration |  | Are the integrations real time or batch or a combination of both? | No integrations at this time, see question# 33 |
| 219 | Integration |  | For customer (Account and Contact) data, product data, tickets/cases data, what system is the source of that information? | NEworks and vendor provided CRM. |
| 220 | Data Migration |  | Please elaborate on data migration requirements. | See question#33 |
| 221 | Data Migration |  | Is there an effort to cleanse or improve data quality before its loaded to the new CRM system? | See previous question |
| 222 | Data Migration |  | Please elaborate on the data volumes for customer and ticket/case data. How far back do we need to load this data into SFDC? | See previous question |
| 223 | User Interface |  | What is the expectation for browser support expected for accessing SFDC? | Not applicable to this RFP. |
| 224 | User Requirements |  | Please provide more details on roles / personas to be considered and broad responsibility of each role. Could you please share projected user base across each role? Is there an existing Role Hierarchy in Siebel/JDE? | See question #1, 84 |
| 225 | User Requirements |  | What level of standardization has been done across all users? | See question #1 for historical contract information. |
| 226 | Process |  | What are the primary pain points and inefficiencies in the current state? | See question#12 |
| 227 | Duplicate Management |  | Do you have existing tools to govern and manage data on the CRM platform? If not, what tools are considered for dupe blocking and management? | CRM will be provided by vendor. |
| 228 | Reporting |  | What reporting is in scope for this impementation? | See V.B.CCSR.6. |
| 229 | Implementation |  | What should we expect with regard to DOL resources, (skills, experience and availability) to be involved during the implementation phase? | See V.B.CCSR.5.b |
| 230 | Implementation |  | What is the scope and expectation for functional/regression testing for the program? | Vendor is responsible for providing testing plan. |
| 231 | Implementation |  | Has DOL identified Enterprise Software Deployment and Change Management processes for SaaS? | There is no identified process for SaaS deployment in this case. Change Management is governed by NITC 8-202(2) |
| 232 | Warranty |  | What is the expectation for hypercare support after go-live? | Meet agreed upon SLAs. |
| 233 | Implementation |  | Is this a phased approach with first phase being mostly OOTB and rolled out to a limited number of users? | This is not a phased approach, the full solution will be launched to all users at once. |
| 234 | Development |  | Does HS have a version control system and code repository that can be used for checking in code? | Not applicable to current RFP |
| 235 | Integration |  | Are there any other integrations (Inbound and Outbound) that we need to account for? | See question# 35 |
| 236 | Email |  | How many email templates are there? Are any expected to be automated? | See question#40 regarding email usage. |
| 237 | Case Management |  | What are the various types of service requests? | Requests include: Filing a claim, filing a weekly certification, questions on pending issues, documents, and account updates. |
| 238 | Case Management |  | What other service channels are in scope other than voice? | See question#40 |
| 239 |  |  | What criteria do you use to measure success? | See performance Standards RFP V.C.3.F |
| 240 |  |  | Are you interested in onboarding other channels like self-service, chats or emails? | See question#40 |
| 241 |  |  | Are you able to share your projected budget? | See question #1 for historical information. |
| 242 |  |  | How many agents are currently assigned to the program? | See question #1 for historical information. |
| 243 |  |  | What systems will our agents be logging in to in order to help callers outside the CRM? | See question #20 |
| 244 |  |  | Do you have a current skill set requirements document for the existing agents? | See section V.B.CCSR.5.b.ii |
| 245 |  |  | What are your reporting requirements and or can you share samples of existing reports? | See question 22 |
| 246 |  |  | What are the primary reasons for contact? | See question #22 |
| 247 |  |  | Can you share any current challenges you are facing? | All information can be found in the RFP, bidder should provide a response that meets the requirements of the RFP. |
| 248 |  |  | Can you share any 2025 plans for continuous improvement? | See previous question. |
| 249 |  |  | Are you currently measuring Customer Satisfaction If so, how? | Customer satisfaction is measured thru surveys. See question 97 |
| 250 |  |  | Is the Current IVR interactive and integrated with the CRM? | Current call center services are managed by a contractor. See question #1, see question 84 |
| 251 |  |  | Do you need any support with the training curriculum or ongoing refresh training? | Training Requirements are outlined in the RFP section V. See V.B. CCSR.5.b |
| 252 |  |  | How long does it take for an agent to complete the training? | See section V.B.CCSR.5.b.ii |
| 253 |  |  | What is your current IVR call volumes and minutes? | See question #22 |
| 254 |  |  | What is your current number of languages interpretation and the volumes outside English and Spanish? | Information is not available. |
| 255 |  |  | What line items should be prices fall under outline and phase management? | Bidder should provide a response that meets the requirements of the RFP |
| 256 |  |  | Daily First Tier Support and call reporting (paid biweekly)- Can you please explain what needed to be included in this cell. Is this agent hours and reporting costs combines? | Bidder should provide a response that meets the requirements of the RFP. All costs should be included in the cost proposal. |
| 257 |  |  | Would you like the implementation broken out separately? | Bidder should provide a response that meets the requirements of the RFP |
| 258 | User Requirements |  | Are there any specific requirements or expectations for the call center's ability to support mobile workforce? | See section V.B. GOR 1.c. telework is not permitted |
| 259 | User Requirements |  | Are there any specific accessibility requirements or considerations for claimants with disabilities that the call center solution should accommodate? | Vendor shall comply with the American Disability Act RFP Section II.v |
| 260 | Warranty |  | What are the expectations (if any) for post-hypercare support and ongoing maintenance of the call center solution, including updates, bug fixes, and enhancements? | See Question 84 |
| 261 | Business Requirement |  | Are there any specific requirements or considerations for disaster recovery and business continuity planning in the context of the call center operation? | SEE RFP III.O Disaster recovery/back-up plan See disruption in service V.B. CCSR. 7 |
| 262 | Business Requirement |  | Are there any specific compliance or regulatory requirements that the call center solution must adhere to beyond the general data security and privacy standards? | See question #71 |
| 263 | Integration |  | What are the specific requirements for the CRM system regarding data export formats, integration capabilities, and customizable workflows? | NDOL does not have specific requirements as long as RFP reporting requirements are met. |
| 264 |  | 25 | On page 25 Section 5, part ii, clause b, the State indicates the contractor will bear all the costs of training unless agreed upon in advance by the State. Could you be more specific as to what would constitute a training cost that the state would accept?  Specifically:  · Will the state bear the full cost of onboarding the initial group?  · If the state mandates programmatic changes during the course of the engagement, will the state bear the full cost for any training associated with these changes?  · All call center queues have some level of attrition, particularly with a multi year engagement. Will the state reimburse for normal attrition. As an example, if 25 % is seen as a normal annual attrition rate, will the state absorb the training costs to cover attrition up to 25% and the contractor would absorb any costs beyond that number? | All pertinent information can be found in the RFP. |
| 265 |  | 26 | On page 26 Section 3, part B, clause 1, the state outlines the need for CRM. Does the state have any preference with respect to CRM, particularly as this data has to integrate data with other divisions. Is the state willing to cosnider open sourced CRM (free software)? If the state has a preference for fee based CRM licensing, would you like for this cost to be reflected separately in our bid? | The vendor should provide all relevant expenses within the cost sheet.  All pertinent information can be found in the RFP. |
| 266 |  |  | On page 29 the section on the deliverables, part C, the second and third bullet points, you indicate the AHT is 10 minutes and the after call work time 1.5 minutes. In most call center environments, the AHT is an aggregation of both the talk time and and after work time. Is that true here? In other words, is the combination of talk time and after call work 10 minutes? Or, are you using handling time to be synonymus with talk time and therefore the aggregate is 11.5 minutes? | Correct, AHT 10 minutes is an aggregate of the call time plus the aftercall work. |

This addendum will be incorporated into the solicitation. Attachment “NDOL Call Report 2024-2025” and attachment “NDOL IVR Call Flow” has been posted as part of this Addendum 1.