

SOLICITATION ADDENDUM ONE QUESTIONS AND ANSWERS

SOLICITATION NUMBER: 126010 O3 Child Support Enforcement (CSE) Customer Service Call Center Services Opening Date: July 28, 2026 Addendum Effective Date: July 23, 2026

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.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.	n/a	n/a	What percentage of inbound calls must be answered by a live operator?	All calls must be answered by a live operator.
2.	n/a	n/a	What percentage of calls must be resolved without a transfer, second call, or a return call?	This percentage is not part of the proposal.
3.	n/a	n/a	What is the maximum percentage of calls that can be terminated by the caller without resolution?	This percentage is not part of the proposal.
4.	n/a	n/a	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	DHHS will work with the selected vendor to establish this requirement.
5.	n/a	n/a	What are the recording and storage requirements for non-phone communications?	DHHS will work with the selected vendor to establish this requirement.
6.	n/a	n/a	What information is to be included in call logs?	DHHS will work with the selected vendor to establish this requirement.
7.	n/a	n/a	What is the current number of seats for operators and supervisors at your existing call center?	Currently, there are 15 seats and one office available.
8.	n/a	n/a	What is the current average wait time for phone calls?	The average time to answer is one minute and three seconds.
9.	n/a	n/a	What is the current average after-call work time for operators?	The average after call work time is three minutes.
10.	n/a	n/a	Over the past year, what is the percentage of calls received in English versus non-English?	The exact percentage is unknown. The majority of calls are received in English.
11.	n/a	n/a	Over the past year, what percentage of calls received were in Spanish?	The exact percentage is unknown. The majority of calls are received in English.

12.	n/a	n/a	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	2003.
13.	n/a	n/a	Why has this bid been released at this time?	The current contract will expire on September 30, 2026.
14.	n/a	n/a	When is the anticipated go-live date?	This bid went live on July 10, 2026 opening it to questions.
15.	n/a	n/a	When is the anticipated contract start date?	The contract begins on October 1, 2026.
16.	n/a	n/a	Please provide at least 24 months of historical operating data by month and, where available, by interval, including offered calls, answered calls, abandoned calls, average speed of answer, service level, handle time, after-call work, occupancy, transfers, repeat contacts, outbound activity, absenteeism, and staffing levels.	Monthly call volume • 70,552 total calls (Jan–Jun) • ~11,759 calls per month Average handle time • 4:31 Service levels • Avg. time to answer: 1:27 • Avg. hold time: 1:05
17.	n/a	n/a	Please identify all required security standards and certifications, including any applicable HIPAA, IRS Publication 1075, NIST, NITC, SOC, PCI DSS, CJIS, FedRAMP, background-check, data-residency, remote-work, and facility-security requirements, and clarify which must be in place at proposal submission, contract award, and operational start.	Please refer to Section III (T) – Vendor Duties, Section V (F) – Project Requirements,
18.	n/a	n/a	Please provide current aggregate compensation information by labor category, including wage ranges, average wages, benefits, paid leave, incentives, shift differentials, tenure, vacancy rates, and annual turnover, so bidders can prepare a realistic employee-retention and pricing plan.	DHHS cannot provide wage ranges, benefits, incentives, or turnover data for incumbent staff. Vendors should refer to the publicly available Nebraska State Labor Contracts and Pay Plans for guidance.
19.	n/a	n/a		
20.	n/a	n/a	Is the selected vendor required to offer employment to all current call center personnel, or may it evaluate employees and make offers based on qualifications, performance, background-check results, and staffing needs?	Please refer to Section V.F – Project Requirements.
21.	n/a	n/a	Does the requirement that remote locations be within Nebraska apply to all personnel supporting the contract, or only customer-facing agents with access to CHARTS or other State systems? May non-customer-facing corporate support functions be performed from outside Nebraska?	Yes, this applies to all personnel. All staff are required to be on-site.

22.	n/a	n/a	Please provide the incumbent contractor's performance results for the most recent 24 months, including service-level attainment, quality scores, staffing compliance, complaints, audit findings, corrective-action notices, liquidated damages, and unresolved deficiencies, if any.	DHHS does not authorize release of this data. Vendors should prepare proposals based solely on the requirements outlined in the RFP.
23.	n/a	n/a	Please provide the point allocation and weighting for Corporate Overview, Technical Response, Cost, and any oral presentation or demonstration, including whether the oral presentation may change the bidders' final ranking.	The RFP does not include any point allocation or weighting for Corporate Overview, Technical Response, Cost, or oral presentations, nor does it state whether oral presentations may change final rankings. Vendors should follow the RFP as written.
24.	n/a	n/a	Please identify which labor categories must work physically at the Wausa facility and which may work remotely. Specifically, may supervisors, trainers, quality analysts, workforce-management personnel, IT support, and corporate management work outside Wausa?	Please refer to Section V.F – Project Requirements. All staff are required to be on-site.
25.	n/a	n/a	Please provide a complete inventory of the facility, workstations, telephony, network connectivity, furniture, software, licenses, peripherals, and other equipment DHHS will provide, together with the items and recurring costs for which the vendor will be responsible.	DHHS cannot provide an inventory of the facility, equipment, telephony, software, or other assets, and this information cannot be shared. Vendors should develop their proposals based on the RFP language, which only states that DHHS will provide and maintain the required data and voice network connectivity and the computer and software equipment for the call center site.
26.	n/a	n/a	Please identify all contractual service levels and performance standards that will be measured, including the applicable calculation methodology, exclusions, data source, reporting frequency, cure period, and any financial remedies or liquidated damages for nonperformance.	Some basic performance standards and startup liquidated damages are listed in Section V.F, but the RFP does not include a full SLA structure or metrics.
27.	n/a	n/a	Will projects involving comparable statewide government health and human services, public-benefits, eligibility, case-management, or sensitive-data call center operations satisfy the similar-project requirement, or must references specifically demonstrate Child Support Enforcement or Title IV-D experience?	Vendors should adhere strictly to the RFP criteria by providing references that best demonstrate their ability to meet the scope, complexity, security, and operational requirements described in the solicitation.
28.	n/a	n/a	Given the limited period between release, Q&A, proposal submission, award, and the	Vendors should prepare proposals based on the timelines stated in the RFP.

			October 1 operational start date, will DHHS extend the proposal due date and corresponding implementation schedule to permit bidders to complete adequate workforce, transition, security, and pricing due diligence?	
29.	n/a	n/a	Please clarify how the requirement to transition the call center within 45 days of contract execution aligns with the scheduled September 16, 2026 contract award and the requirement to be fully operational on October 1, 2026. What transition activities may begin before formal contract award or execution?	The RFP does not address alignment between the 45-day transition window and the contract award timeline, nor does it specify any pre-award transition activities. The vendor will follow DHHS direction once guidance is provided.
30.	n/a	n/a	Please provide the current call center organizational chart and the number of incumbent personnel by position, including management, supervisors, trainers, quality staff, customer service representatives, outbound staff, and any part-time or temporary personnel.	This information cannot be shared. We recommend focusing on the vendor's proposed staffing plan, including how the vendor will meet RFP requirements for management, supervisors, trainers, QA staff, customer service representatives, and outbound personnel.
31.	n/a	n/a	Will DHHS facilitate communication between the selected vendor and incumbent employees before October 1, including employee meetings, interviews, employment offers, benefits enrollment, background checks, and onboarding? If so, when may those activities begin?	Yes.
32.	n/a	n/a	Can DHHS provide 24 months of historical call center data? - Monthly call volume - Average handle time - Abandonment rate - Service levels - Queue times - Calls by hour/day/week	Monthly call volume 70,552 total calls (Jan–Jun) ~11,759 calls per month Average handle time 4:31 Service levels - Avg. time to answer: 1:27 - Avg. hold time: 1:05
33.	n/a	n/a	What is the current staffing model and organizational structure at the Wausa call center? - Number of CSRs - Supervisors - QA staff - Trainers - Management positions	DHHS does not disclose numbers of CSRs, supervisors, QA staff, trainers, or management positions.
34.	n/a	n/a	Is the awarded vendor expected to retain all incumbent employees, and how many current employees are expected to remain after transition?	Please refer to Section V.F – Project Requirements.
35.	n/a	n/a	Can DHHS provide current salary ranges, benefit costs, and	Please refer to publicly available State of Nebraska labor contracts.

			applicable labor agreements for the positions referenced in the RFP?	https://das.nebraska.gov/personnel/classcomp/payplan.html
36.	n/a	n/a	What performance standards are currently being achieved and what target performance standards does DHHS expect? • QA accuracy target • Customer satisfaction target • First-call resolution target • Service-level target	DHHS cannot share current performance metrics.
37.	n/a	n/a	What percentage of staff may work remotely and what positions are eligible?	Remote work provisions are found in Section V.F of the RFP. All staff are required to be on-site.
38.	n/a	n/a	Can DHHS provide details on the current technology environment? • Telephony platform • Call recording solution • Workforce management tools • Reporting tools • Integration requirements with CHARTS and VRU systems.	Please see Section V. B – Project Environment, Section V.F – Operations Standards and Section V.G – Responsibilities of DHHS.
39.	n/a	n/a	Can DHHS provide copies of current reporting requirements and sample monthly/quarterly reports?	No. The RFP does not indicate DHHS will provide sample reports.
40.	n/a	n/a	What security standards and audit requirements apply beyond HIPAA and IRS requirements? • NIST • IRS Publication 1075 • State cybersecurity standards	The RFP requires compliance with DHHS security policies, NITC state cybersecurity standards, HIPAA Business Associate provisions, and general IRS requirements.
41.	n/a	n/a	What specific improvements or outcomes is DHHS seeking from the next vendor that are not being achieved today?	The current vendor's performance is not applicable to this RFP.
42.	n/a	n/a	Our organization primary operates remotely however; we do have an on sight location in Omaha. Would DHHS consider this location, or must we take over the current location in Wausau ? Or could we operate 100% Remote as we currently operate many of our existing campaigns in this manner.	The physical location shall remain in Wausau. Supervisory and training staff must be on site. Call Center Representatives may be remote anywhere in Nebraska.
43.	n/a	n/a	Will the contracted Call Center be required to be in an in office location in Wausau, NE. ?	Yes, the contracted Call Center is required to operate in an in-office location in Wausau, Nebraska.
44.	V	n/a	Section V requires vendor staff to be paid at the same rate as equivalent DHHS classifications (social service worker, lead worker, training coordinator, supervisor, unit manager,	https://das.nebraska.gov/personnel/classcomp/payplan.html

			administrator I) "as outlined in the labor contracts." Will DHHS provide the current pay rates, step schedules, and benefit levels for each referenced classification?	
45.	n/a	n/a	Because future DHHS pay increases apply proportionally to vendor staff, how should bidders reflect wage escalation in the fixed monthly cost for Years 2 through 8, and will the contract permit a corresponding price adjustment when state pay increases take effect?	For pay increases, please see Section V – Staffing. For price adjustments, please see Section III.F – Prices. Vendor staff rates must be adjusted to match DHHS rates if State labor contract pay increases occur.
46.	n/a	n/a	Should the monthly cost on the Cost Sheet include telephonic interpretation services, employee background checks, and staff office supplies, or are any of these reimbursed separately or furnished by DHHS?	Please see Section V – Operations Standards and Staffing.
47.	n/a	n/a	Will DHHS disclose the maximum point value assigned to each scored category (Corporate Overview, Technical Response, and Cost) so bidders can appropriately balance their proposals?	DHHS can't disclose the specific point values. Please see Section I – Procurement Procedure.
48.	n/a	n/a	How many customer service, supervisory, administrative, and training staff are currently authorized and filled at the Call Center, and what are the current vacancy rate and average staff tenure?	This RFP is for future service delivery, and bidders should rely solely on the staffing requirements defined in Section V. DHHS does not disclose operational details of the current contractor.
49.	n/a	n/a	Are the current Call Center employees available for hire by an incoming vendor, and will DHHS or the current operator share existing wage and benefit levels to support the required staff-retention plan?	DHHS cannot share information about current Call Center employees or their wages and benefits. Bidders should rely on the staffing and compensation requirements outlined in Section V when developing their retention plans. https://das.nebraska.gov/personnel/classcomp/payplan.html
50.	n/a	n/a	Does DHHS expect an overlap or shadow period with the current operator during the 45-day transition, and will the incoming vendor have facility and systems access for staff training before the October 1, 2026 go-live?	Please see Section V – Transition Plan.
51.	n/a	n/a	To size staffing against the four-minute queue and hold standards, will DHHS provide recent monthly call volumes, average handle time, abandonment rate, and current queue and hold performance for the Call Center?	Monthly call volume • 70,552 total calls (Jan–Jun) • ~11,759 calls per month Average handle time • 4:31 Service levels • Avg. time to answer: 1:27

				Avg. hold time: 1:05
52.	n/a	n/a	Beyond office basics, what equipment or software (if any) must the vendor furnish for on-site or remote staff? Section V.G indicates DHHS provides and maintains equipment for authorized remote staff but does not provide their network connectivity or on-site support — please confirm the division of responsibility.	Please refer to Section V – Operations Standards/Staffing and Responsibilities of DHHS.
53.	n/a	n/a	Which specific IRS data-security standard governs the Call Center (for example, IRS Publication 1075), and are there existing facility or system security accreditations the incoming vendor inherits versus must independently establish within the 60-business-day security plan window?	The RFP's reference to meeting IRS requirements reflects general security expectations. No IRS-specific accreditations exist for the vendor to inherit, and the vendor should follow the RFP's Section V security requirements when developing the 60-business-day security plan.
54.	n/a	n/a	<i>The RFP requires vendor staff to receive the same pay rates as equivalent DHHS call center staff "as outlined in the labor contracts," with future increases proportionally applied. Will DHHS provide the current applicable labor contract pay scales and classification definitions (social service worker through administrator I) so we can accurately price Year 1 through Year 8 costs?</i>	https://das.nebraska.gov/personnel/classcomp/payplan.html
55.	General	n/a	Is the incumbent eligible to rebid on this opportunity?	Yes.
56.	General	n/a	Why are a total of 16 FTE (including 1 Manager and 1 Supervisor) currently costing the state \$37,500 per month?	DHHS cannot provide internal cost details, as all vendors pricing must be based on publicly available State of Nebraska labor contracts and DAS pay plans.
57.	V.F.6 Training, V.G.12 Responsibilities of DHHS	28, 30	Please clarify which initial and ongoing training components DHHS will provide versus which components the Vendor is responsible for developing and delivering.	Please refer to Section V.G. – Responsibilities of DHHS, Section V – Training,
58.	V.B Project Environment, V.D CSE Services, V.E Statistics, V.F.3 Operational Standards, V.F.4 Vendor Performance Standards	26-29	Please clarify whether Vendor staff will be limited to customer service functions or will also perform child support case processing activities such as establishment, enforcement, modification, locate, paternity, or intergovernmental casework.	Customer services functions only, not case management functions, such as establishment, enforcement, modification, location, paternity or intergovernmental.

59.	V.F.5.b.ii Staffing, III.F Prices	18, 29	Will required proportional wage increases result in an automatic contract price adjustment effective with the DHHS pay increase, or must the Vendor absorb those costs until a future price increase is requested and approved?	Please refer to Section III.F – Prices. DHHS will notify the vendor of pay rate revisions. The labor contracts are updated every two years.
60.	V.F.3 Outreach/Outbound Call Requirements	29	Please provide the expected outbound/outreach call volume and workload assumptions bidders should use to price the two dedicated outbound/outreach representatives.	Vendors should develop pricing based on their own experiences, staffing models, and assumptions for outreach call operations.
61.	Cost Sheet, Part I, Initial Term Four Years	n/a	Please clarify whether bidders should include all startup and transition costs in the Year 1 monthly cost, or whether separate startup/transition pricing will be allowed.	Vendors must include all startup and transition costs in the Year 1 monthly cost, as the RPF does now allow separate startup/transition pricing.
62.	n/a	n/a	Will the State provide historical data or precise workforce expectations showing how many incoming interactions typically transfer over to remote staff during extreme weather events?	Please see Section - V.F.3
63.	n/a	n/a	Can the State clarify if there are any specific performance adjustments or penalty waivers in place for the initial 4-minute queue limit when unexpected volume surges occur on peak days?	The stated performance standards require initial queue time and hold time to remain within four minutes, with no provisions for surges or waivers.
64.	n/a	n/a	Are the specific telephony runtime lines or software connectivity licenses for out-of-state disaster recovery failover centers provided and funded directly under current DHHS infrastructure assets?	Please see Section V – Responsibilities of DHHS.
65.	n/a	n/a	How will future labor cost indexing adjustments be handled if the State's collective bargaining agreements enact mid-year wage structural changes for equivalent personnel positions?	Please see Section V – Staffing.
66.	n/a	n/a	Will the State clarify if any technical support or hardware replacement cycles are available for the state-authorized equipment issued to remote agents operating outside the main Wausau facility?	Please see Section V - Responsibilities of DHHS.
67.	V.F.3 Operational Standards and Outreach/Outbound Call Requirements	27- 29	Under F Project Requirements, Operational Standards and Outreach/Outbound Call Requirements are both labelled as section "3.". Should the section numbers be adjusted in the proposal sections?	Vendors should follow the RPF as written and respond to each requirement regardless of numbering.
68.	n/a	n/a	Is there a specific scoring criteria for this RFP?	You can find this on the document titled "evaluation criteria" on the bid posting.

69.	V.F.5.b.ii. Vendor staff will receive the same pay rate as equivalent DHHS call center staff (social service worker, social service lead worker, training coordinator, social service supervisor, social service unit manager, administrator I) as outlined in the labor contracts. Any future pay increases for DHHS call center staff will be proportionally applied to the rates of Vendor staff.	29	a. We would like to confirm the pay rates for the contract as outlined in the table below. b. We also want to confirm that should the state's negotiated labor contract pay be adjusted during the term of this contract, the corresponding hourly wage rates for all call center staff covered under this contract should be adjusted accordingly to remain consistent with the updated state rates. c. Could you clarify that the pay rates outlined in the table below represent hourly wage rates only and do not include the cost of employee benefits? d. Does the Call Center Project Manager correlate to Administrator I equivalent on the state pay chart? e. Should the equivalent wage for Social Service Supervisor and Administrator I be the minimum hourly rate or minimum permanent rate as indicated below? f. Additionally, will the state notify us if the labor contract pay rates are revised so that we can implement the necessary payroll adjustments to our employees' pay in a timely manner? <table><tr><th>Job Code</th><th>Job Title</th><th>7/1/2026 Minimum Hourly Rate</th><th>7/1/2026 Minimum Permanent Rate (after six month probation ends)</th></tr><tr><td>C72172</td><td>Social Service Worker</td><td>\$ 21.33</td><td></td></tr><tr><td>C72173</td><td>Social Service Lead Worker</td><td>\$ 22.93</td><td></td></tr><tr><td>A11012</td><td>Training Coordinator</td><td>\$ 24.19</td><td></td></tr><tr><td>V72174</td><td>Social Service Supervisor</td><td>\$ 26.89</td><td>\$ 28.</td></tr><tr><td>G78801</td><td>Administrator I</td><td>\$ 33.53</td><td>\$ 35.</td></tr></table>	Job Code	Job Title	7/1/2026 Minimum Hourly Rate	7/1/2026 Minimum Permanent Rate (after six month probation ends)	C72172	Social Service Worker	\$ 21.33		C72173	Social Service Lead Worker	\$ 22.93		A11012	Training Coordinator	\$ 24.19		V72174	Social Service Supervisor	\$ 26.89	\$ 28.	G78801	Administrator I	\$ 33.53	\$ 35.	a). The pay rates outlined below are correct. These are the current rates as outlined in the labor contract. b). Yes, vendor staff rates must be adjusted to match DHHS rates if State labor contract pay increases occur. c). The pay rates outlined below represent hourly wages. Benefit costs will be extra. d). Yes, the Call Center Project Manager is equivalent to the Administrator I classification. e). The minimum hourly rate would be for new employees with no prior experience. The minimum permanent rate would be for currently employed staff. f). Yes, DHHS will notify the vendor of pay rate revisions. The labor contracts and corresponding pay tables are updated every two years.
Job Code	Job Title	7/1/2026 Minimum Hourly Rate	7/1/2026 Minimum Permanent Rate (after six month probation ends)																									
C72172	Social Service Worker	\$ 21.33																										
C72173	Social Service Lead Worker	\$ 22.93																										
A11012	Training Coordinator	\$ 24.19																										
V72174	Social Service Supervisor	\$ 26.89	\$ 28.																									
G78801	Administrator I	\$ 33.53	\$ 35.																									
70.	V.A. PROJECT OVERVIEW states that this call center must satisfy the requirements of Neb. Rev. Stat. §43-3342.04 and that the Vendor is responsible for	26	Is the intent for call center to remain at the current location in Wausa, NE under the new contract?	Yes, the physical location shall remain in Wausa. Supervisory and training staff must be on site. Call Center Representatives may be remote anywhere in Nebraska.																								

	the operation of the Call Center currently located in Wausa, Nebraska. V.G.1. RESPONSIBILITIES OF DHHS - DHHS will enter into a lease agreement with the current owner of the building located at 700 East Broadway, P.O. Box 290, Wausa, NE 68786, which will continue to house the Child Support Customer Service Center.			
71.	n/a	n/a	With regard to the incumbent currently providing these services, could the State please provide the incumbent contractor's name, contract number, current period of performance, and total contract value?	YoungWilliams is the current contractor. Vendors should prepare their proposals based solely on the requirements and information contained within the RFP.
72.	Section V.E – Statistics	27	Please provide the current staffing levels supporting the Child Support Enforcement Customer Service Call Center, broken down by labor category. If possible, please identify the number of full-time and part-time employees for each labor category.	This solicitation requires vendors to propose staffing levels based solely on the requirements outlined in Section V of the RFP, and the State cannot disclose incumbent staffing details.
73.	Section V.E – Statistics	27	Section V.E states that the call center receives approximately 35,000 inbound calls per quarter. To assist bidders in developing accurate staffing models, could the State please provide historical call volume reports or additional workload data, including daily, weekly, and monthly call volumes, peak call periods etc.	Monthly call volume • 70,552 total calls (Jan–Jun) • ~11,759 calls per month Average handle time • 4:31 Service levels • Avg. time to answer: 1:27 • Avg. hold time: 1:05
74.	Cost Sheet/Pricing Format	n/a	Please confirm the number of personnel by position and the corresponding monthly labor hours used to establish the proposed monthly pricing.	Vendors are expected to propose their own staffing levels and associated labor hours based solely on the requirements outlined in Section V of the RFP. The State cannot provide incumbent staffing or pricing assumptions.
75.	Cost Sheet	n/a	Could the State please identify the labor categories that bidders are	Please see Section VI – Proposal Instructions. The RFP explains that bidders must price the performance of all

			expected to price in their Cost Proposal?	project requirements outlined in Section V for each year of the contract term.
76.	Section V.F – Project Requirements (Training) / Section V.G – Responsibilities of DHHS	28/30	Section V.F, Project Requirements, Item 6 (Training), states that "The Vendor will provide a comprehensive, detailed plan for initial and ongoing training for call center staff," while Section V.G, Responsibilities of DHHS, states that DHHS will provide initial and ongoing training. Could the State please clarify the intended division of responsibilities? Specifically: (a) Is the Contractor responsible for developing the training curriculum and materials, with DHHS delivering the training?	Vendors should propose their training approach in accordance with Section V.F.6, understanding that DHHS will also provide training as stated in Section V.G.
77.	Section V.F – Project Requirements	28	Please confirm the current pay rates or salary ranges for the existing Child Support Enforcement Customer Service Call Center staff to assist bidders in developing realistic staffing and retention plans.	https://das.nebraska.gov/personnel/classcomp/payplan.html
78.	Section VI.I – Summary of Bidder's Proposed Personnel/Management Approach / Section V.F – Project Requirements (Transition Plan)	34/29	Section VI.I, "Summary of Bidder's Proposed Personnel/Management Approach," appears to require bidders to identify proposed personnel and provide resumes as part of the proposal. However, Section V.F, Project Requirements, under the Transition Plan, states that the Vendor must "retain current call center staff and/or provide a plan for retention of current personnel and a hiring plan to remain at full staff capacity." Could the State please clarify the proposal requirement? Specifically, are bidders expected to submit resumes for all proposed personnel, or only for key management personnel, given that the successful Contractor is expected to retain the incumbent workforce to the greatest extent possible?	Only for key management personnel.
79.	V.D	27	Can DHHS provide historical call arrival patterns by 30-minute intervals, in addition to quarterly and peak-day totals, to support workforce management modeling and staffing calculations?	Vendors should develop staffing and forecasting models based solely on the information provided in Section V.
80.	V.D	27	Are the published call statistics based on calls received, calls offered, or calls answered by live agents?	Section V.E – Statistics, provides only quarterly totals and peak day volume.

81.	V.D	27	Can DHHS provide monthly inbound call volumes for the previous twelve (12) months to identify seasonal fluctuations?	Monthly call volume 70,552 total calls (Jan–Jun) ~11,759 calls per month
82.	V.D	27	Can DHHS provide the current Average Speed of Answer (ASA), Service Level, Abandonment Rate, Average Handle Time (AHT), and After Call Work (ACW) for the previous twelve (12) months?	Monthly call volume 70,552 total calls (Jan–Jun) ~11,759 calls per month Average handle time 4:31 Service levels - Avg. time to answer: 1:27 - Avg. hold time: 1:05
83.	V.D	27	What percentage of calls currently require Spanish-language or other interpreter services?	DHHS does not track this data.
84.	V.D	27	What is the current First Call Resolution (FCR) rate, and what percentage of calls are transferred or escalated?	DHHS does not track this data.
85.	V.F.3	28	Approximately what percentage of total call volume consists of outbound customer outreach activities?	DHHS tracks outreach calls separately for operational purposes; however, these counts are not incorporated into the overall inbound call-volume statistics.
86.	V.D	27	What is the current monthly volume of Telecommunications Device for the Deaf (TDD) calls?	Unknown.
87.	V.A	26	Who is the incumbent vendor, and is this procurement the result of contract expiration, a rebid, or a change in scope?	YoungWilliams. Contract expiration.
88.	V.F.1	27	Approximately what percentage of the current workforce is expected to transition to the awarded Vendor?	Please see Section V.F.1 – Transition Plan. The RFP does not specify or guarantee any percentage of the current workforce that will transition to the awarded Vendor.
89.	B.F.5	29	The RFP references a minimum staffing requirement of fourteen (14) FTEs. Does this represent scheduled FTEs, productive FTEs, or concurrent staffed positions?	The requirement is stated only as the minimum number of full-time customer service representatives needed to meet operational expectations.
90.	V.F.5	29	Does DHHS require a fully dedicated staffing model, or may Vendors utilize a shared-agent model while maintaining all contractual service levels and security requirements?	DHHS requires a fully dedicated model.
91.	V.F.5	29	Are Workforce Management, Quality Assurance, Training, and Operations Management resources included within the required 14 FTEs, or are these positions expected in addition to the minimum staffing requirement?	They are not included in the required 14 FTEs, these roles are expected in addition to the minimum staffing requirement.
92.	V.F.5.a.ii	29	Can DHHS provide the current pay ranges for the equivalent	https://das.nebraska.gov/personnel/classcomp/payplan.html

			State classifications referenced for Vendor pay parity?	
93.	V.F.5.a.ii	29	Does the pay parity requirement apply to all Vendor employees assigned to the contract, or only those performing duties equivalent to the identified State classifications?	Only those performing equivalent duties to the identified classifications.
94.	V.F.5.c	29	If remote work is permitted, are Vendor employees required to reside within Nebraska, or anywhere within the United States?	Nebraska only.
95.	V.F.3.g	28	What Quality Assurance evaluation methodology is currently utilized, and what QA performance standard is expected of the awarded Vendor?	The RFP provides only the requirements in Section V.F.4 – Vendor Performance Standards and does not include further operational or QA specifications.
96.	V.F.3	28	Please identify the required performance standards for Service Level, Average Speed of Answer, Quality Assurance, Customer Satisfaction, and any other contractual KPIs.	Please see Section V.F.4 – Vendor Performance Standards.
97.	V.F.3	28	Are financial penalties, service credits, or liquidated damages associated with failure to achieve contractual performance metrics?	Please see Section II.Z – Liquidated Damage.
98.	V.F.2 / V.G	27-30	Please clarify which technology components—including telephony, VRU, CHARTS access, VPN connectivity, licensing, hardware, and workstation equipment—will be provided by DHHS versus those expected to be supplied by the Vendor.	DHHS will supply all technology.
99.	V.F.5	29	What is the typical lead time required for new Vendor staff to obtain CHARTS access, VRU access, and complete all required training prior to production?	Obtaining CHARTS/VRU access may take a few days. Completion of the required training depends on the vendor's process.
100.	V.A	26	Can DHHS provide additional information regarding the current VRU call flow, including the percentage of callers completing self-service transactions before transferring to a live representative?	DHHS does not track this information.
101.	V.H	31	Can DHHS provide sample operational and quarterly performance reports expected from the awarded Vendor?	Please see Section V – Project Requirements and Section V.F.4 – Vendor Performance Standards.
102.	Cost Sheet	n/a	The Cost Sheet requests a single blended monthly rate. May Vendors provide a supplemental pricing schedule to further explain staffing assumptions or innovative service delivery models while maintaining the required pricing format?	Yes.

103.	Cost Sheet	n/a	For pricing purposes, should Vendors assume a fully dedicated staffing model, or may pricing reflect a shared-services operational model provided all contractual service levels are achieved?	Section V.F.5 -Staffing, requires the vendor to provide a minimum of 14 FT CSRs and to meet all operational and performance standards, but it does not prescribe how vendors must structure their staffing beyond those requirements.
104.	Project Description and Scope of Work: Project Overview	26	• Is the expectation for the Call Center to remain in the same location as it is today? • Do call center agents need to be located in Nebraska? • Is there a possibility that the Call Center can be remote?	Yes, the call center should remain in Wausa. All remote agents need to be located in Nebraska. The call center can not be fully remote.
105.	Project Description and Scope of Work: Customers	26-27	• Is the expectation for the employees of the vendor to determine eligibility for these services? • Do employees have to have certain certifications to work cross-functionally with law enforcement, Nebraska courts, county attorneys and Clerks of the District Court?	No. No.
106.	Project Description and Scope of Work: CSE Services	27	• Does the State of Nebraska provide the necessary database to search/verify support orders?	Yes.
107.	Project Description and Scope of Work: Outreach/Outbound Call Requirements	29	• Do the customer services representatives who are dedicated to outbound calls need certain certification? • Does the phone system provided by the state allow for recording of all calls, or does vendor need to provide a solution that will encompass these priorities? • To confirm, staff who manage outbound responsibilities can work remotely? • Is there a particular timeframe that the Outbound representatives are expected to work that may differ from the rest of the team?	No. Yes. Yes. They may work extended hours. Please include in proposal.
108.	Project Description and Scope of Work: Vendor Performance Standards	29	• What are the current service level metrics (ASA, abandonment rate, first-call resolution?) • Are there existing problems or performance gaps DHHS expects the new vendor to address? • What performance metrics will be used to evaluate awardee success?	Please see Section V.F.4 – Vendor Performance Standards. Vendors should base their proposals solely on the performance requirements outlined in Section V.F.4.
109.	Project Description and Scope of Work: Staffing	29	• What is the current staffing roster, turnover rate and average tenure of existing call center staff? • How many employees are expected to transition to a new vendor? • What percentage of staff are currently remote vs onsite?	This RFP is for future service delivery, and bidders should rely solely on the staffing requirements defined in Section V. DHHS does not disclose operational details of the current contractor.

110.	Project Description and Scope of Work: Reporting	30	• What reports are currently produced and can sample reports be provided? • What customer satisfaction measures are currently being tracked?	DHHS cannot disclose this information. Please see Section V.E – Statistics.
111.	General / Project Overview	26	Please identify the current incumbent contractor providing the CSE Customer Service Call Center services and provide the current contract expiration or termination date. Additionally, please clarify whether this solicitation represents a scheduled recompetes, early replacement of the existing contract, or a material change in the scope of services.	YoungWilliams is the incumbent contractor. The current contract expires Sept 30, 2026.
112.	General / Cost	n/a	Please provide the anticipated budget, estimated contract value, not-to-exceed amount, or current annual expenditure for the services contemplated under this solicitation, if available. Alternatively, please provide the current monthly or annual contract expenditure for substantially similar CSE Customer Service Call Center services.	DHHS does not release internal budget or expenditure information as part of this solicitation. Vendors should base pricing solely on the requirements outlined in the RFP and the Cost Sheet.
113.	V.F.5 – Staffing	29-30	Please provide the current staffing complement by position/title, including the number of customer service representatives, supervisors/leads, trainers, administrative personnel, and management personnel currently supporting the Call Center. Please also identify the current number of vacant positions	This RFP is for future service delivery, and bidders should rely solely on the staffing requirements defined in Section V. DHHS does not disclose operational details of the current contractor.
114.	V.F.5 – Staffing	29-30	For purposes of developing the required recruitment and retention plan, please provide the Call Center's employee turnover and vacancy experience during the most recent twelve months, including the average number of positions vacant for more than 30 days, if available.	This RFP is for future service delivery, and bidders should rely solely on the staffing requirements defined in Section V. DHHS does not disclose operational details of the current contractor.
115.	V.F.5 – Staffing	29-30	Please identify the current number of personnel working on-site versus remotely and, for remote personnel, the Nebraska counties in which they are presently located.	All current personnel are on-site.
116.	V.F.5.b.ii – Staffing / Compensation	29	Please provide the specific DHHS classification and applicable hourly pay rate that the successful Vendor must use for each required Call Center position, including customer service representatives, leads,	https://das.nebraska.gov/personnel/classcomp/payplan.html

			supervisors, training personnel, Call Center Manager, and other administrative or management personnel.	
117.	V.F.5.b.ii – Staffing / Compensation	29	Where a referenced DHHS classification contains multiple salary or hourly rate levels, please identify the specific rate that must be used to satisfy the requirement that Vendor staff receive the same pay rate as equivalent DHHS Call Center staff.	https://das.nebraska.gov/personnel/classcomp/payplan.html The minimum hourly rate would be for new employees with no prior experience. The minimum permanent rate would be for currently employed staff.
118.	I.C / V.F.1 / V.F.2 – Schedule and Transition	2, 27	The Schedule of Events identifies September 21, 2026 as the contract start date, while Section V.F. requires transition activities within 45 days of contract execution and requires the Call Center to be fully operational October 1, 2026. Please confirm the actual transition period that will be available to a new contractor.	Please see RFP.
119.	V.F.1 / V.F.2 – Transition / Start-Up	27	Please clarify whether all transition activities are required to be completed before October 1, 2026, or whether certain transition activities may continue during the 45-day period following contract execution while normal Call Center operations continue.	Transition activities may continue during 45-day period as long as normal operations continue.
120.	I.C / V.H – Contract Start Date	2, 31	The Schedule of Events states a September 21, 2026 contract start date, while Section V.H states that the contract will begin October 1, 2026. Please confirm the official contract effective date and the beginning date for billable services.	September 21, 2026
121.	.C / V.F.1 / Cost Sheet – Transition Costs	2, 27 / Cost Sheet	If the successful bidder incurs transition, recruitment, onboarding, training, management, and other start-up costs between contract execution or September 21 and the October 1 operational date, will those costs be separately reimbursable, or must all transition and start-up costs be included within the monthly price proposed on the Cost Sheet?	Include in year 1 cost proposal.
122.	Cost Sheet – Year 1 Pricing	Cost Sheet, Page 1	Please confirm the precise beginning and ending dates corresponding to "Year 1" of the Cost Sheet, particularly given the September 21, 2026 scheduled contract start date and October 1, 2026 operational start date.	Please see proposal.
123.	V.F.1.a – Incumbent Staff Retention	27	Please clarify whether the successful bidder is required to offer employment to all existing	Vendor may propose a combination of staffing as long as the call center remains at full staff capacity.

			incumbent Call Center personnel or whether bidders may propose a combination of incumbent personnel retention and new recruitment sufficient to meet the staffing and performance requirements.	
124.	V.F.1.a – Incumbent Staff Retention	27	Will DHHS facilitate introductions or communications between the successful bidder and incumbent Call Center employees during the transition period to support employee retention and continuity?	Yes.
125.	V.F.1.a – Incumbent Staffing Information	27	Please provide, if permissible, an anonymized incumbent staffing roster showing position, employment status, on-site or remote designation, current hourly pay rate, tenure, and current vacancy status to support development of a realistic transition and retention plan.	DHHS does not authorize release of this data. Vendors should prepare proposals based solely on the requirements outlined in the RFP.
126.	V.E – Statistics	27	Please provide the most recent twelve months of inbound Call Center statistics by month and, if available, by day or hour, including offered calls, answered calls, abandoned calls, average speed of answer, average queue time, average hold time, average handle time, after-call work time, transfers, and service-level attainment.	Monthly call volume • 70,552 total calls (Jan–Jun) • ~11,759 calls per month Average handle time • 4:31 Service levels • Avg. time to answer: 1:27 • Avg. hold time: 1:05
127.	V.E.2 – Call Volume	27	Please clarify whether the approximately 35,000 calls per quarter represents calls offered to live agents only or includes calls resolved entirely within the Voice Response Unit (VRU).	This number represents calls to live agents.
128.	V.E – Statistics / V.F.5 – Staffing	27, 29-30	Please provide the current peak-hour call volume and maximum concurrent call volume to assist bidders in validating appropriate staffing levels.	Calls are consistent throughout the day. The highest call volume is 11:00-12:00 with 13% of the daily calls on average.
129.	V.F.4 – Vendor Performance Standards	29	Please provide the incumbent's actual performance for the most recent twelve months against applicable Call Center service levels, including queue time, hold time, abandonment rate, QA accuracy, and any customer satisfaction measures available.	Monthly call volume • 70,552 total calls (Jan–Jun) • ~11,759 calls per month Average handle time • 4:31 Service levels • Avg. time to answer: 1:27 • Avg. hold time: 1:05
130.	V.F.3 – Operational Standards	27-28	Please clarify whether the current scope includes customer communications or case-related work through channels other than telephone, including email, correspondence or mail, web	Communication with customers is telephone only.

			forms, or other written communications. If so, please provide current volumes and applicable service-level requirements for each channel.	
131.	VI – Proposal Instructions	32	Please confirm whether a Traceability Matrix or compliance matrix is required with the response to Solicitation No. 126010 Q3.	Please see Section VI – Proposal Instructions. Vendors should submit only the items specified in Section VI.
132.	VI / VI.A.2 – Proposal Instructions / Technical Approach	32-34	Section VI instructs bidders to clearly identify the subdivisions of Section V, while Section VI.A.2 identifies five Technical Approach subsections. Please confirm whether bidders should respond individually to each applicable Section V requirement within the Technical Response in addition to organizing the response under the five Technical Approach headings.	Bidder may choose how to respond.
133.	VI – Proposal Instructions	32-34	Please confirm that there is no overall page limitation, minimum or maximum font size, or margin requirement for the Corporate Overview or Technical Response, other than the stated three-page limit for individual resumes.	No limitation.

This addendum will be incorporated into the solicitation.