DCHBX-13-0001 Exchange Contact Center Solicitation
Responses to Written Questions

1. What training on all systems and equipment will be provided to the Contractor concerning the web portal. How will this training be administered (e.g., face-to-face classroom setting, webinars, etc.)? How long will this training take?
Determinations on these matters have not yet been made.

2. Please confirm that all data necessary for all reporting purposes regarding Contact Center performance and activity will be included in the systems provided to the Contractor. (We understand that additional reporting concerning subcontractors will not be included in these systems.)
All data necessary for reporting purposes regarding Contact Center performance and activity will be included in the systems provided to the Contractor.

3. Will the Authority provide dual monitors so CSRs can more efficiently access and navigate between various systems?
Managers and Supervisors will be the only staff with dual monitors.

4. Please confirm the Contractor has no responsibilities for individuals requesting in-person assistance.
The Contractor has no responsibilities for individuals requiring in-person assistance.

5. Are there any circumstances when a caller should be referred to a licensed broker?
Yes. Small businesses and individuals who need significant help enrolling in plans should be referred to a licensed broker. We may also have the ability to transfer them to brokers directly by phone, but that is not certain.

6. Please confirm the Contractor will have no responsibilities with regard to payments.
The Contractor will be responsible only to transfer/refer contacts to the payment handler, and will have no other responsibilities with regard to payments.

7. How will the Contractor connect to all the District provided technology?
Locally via the WAN and remotely via VPN or similar network protocol.

8. Are all District-provided technologies web-based, or do they require specific protocols or network routing (e.g., VPN, T1,etc.)?
Some applications are web based, voice is delivered via VoIP, access can be via VPN.

9. Are the District-provided technologies available via a second backup site in case the first site is unavailable?
Yes. Most of the voice technology stack has a well built redundancy and failover capability.

10. Will the District-provided CRM provide scanning or document uploading functions?
Yes.

11. Will the Contractor be required to scan and upload all documents received into the District CRM?
The Contractor may be required to scan and upload some documents. The Authority will provide necessary equipment at the primary facility.

12. [C.4.8.1 Data Security, Page 14] Please refer PCI refers to Payment Card Industry and not another acronym?
Yes, PCI refers to Payment Card Industry

13. Will the District post an electronic fax system and forward efaxes to the ECC, or will faxes go directly to the ECC office?
Faxes will go directly to the ECC office.

14. Can the vendor overflow facility connect to the District-provided technology just like the primary site as long as the overflow site has the same connectivity as the primary site?
Yes.

15. With the type of the phone switch DC operates (S8800), the vendor can utilize the IP Agent software at the overflow facility. Will DC provide the IP Agent licenses or will this cost fall upon the Contractor?
Yes.

16. Will the District provide the floor plan and workstation dimensions for the primary facility?
See Amendment 2 and the new Attachment 5.

17. [B.2 Price Schedule, pages 3-4] Confirm that optional services pricing is not being requested for option years.
The optional services pricing for Non-MAGI Medicaid determinations is not being requested for option years.

18. [B.2 Price Proposal, page 4] If an offeror provides a flexible price contract with a not to exceed ceiling price in addition to the required fixed price, which will be used in the evaluation?
Please see revised Section B in Amendment 2.

19. [B.2 Price Proposal, Page 4] The first bullet in this section requests hourly rates "if applicable". In what situations is this considered applicable?
Please see revised Section B in Amendment 2.

20. [B.2 Price Proposal, Page 4] Please clarify the request in the third bullet, since it appears all expenses should be included in the fixed price proposal.

Please see revised Section B in Amendment 2.

21. [B. Price Proposal; B.3, Page 4] Is the notarized statement regarding the subcontracting plan to be submitted as part of the price proposal? If the notarized statement regarding the subcontracting plan is not to be included as part of the price proposal, please specify how this plan is to be submitted.
Yes, it is to be submitted as part of the price proposal.

22. [B.3 Price Proposal, Page 4] Are there specific forms or documents that satisfy this requirement? If so, where can they be obtained?
Please refer to H.9.2, "Subcontracting Plan".

23. [C. Scope of Work, C.1.1, Page 5] Please clarify the web-based services the vendor is expected to provide.
The vendor has the option to provide web chat services. The vendor may provide content and training for the web-based LMS or other CSR-supporting technologies and will use web-based services to research and enter data for consumers/callers. The vendor will not need to create or maintain any consumer-facing web-based services other than the option of providing web chat services.

24. [C.1.3 Scope of Work and C.2.2.2 Background: District Agencies Involved, Pages 5 and 6] Would the Authority please confirm that the Development and Implementation Phase begins in the late summer of 2013 with full operational Go Live occurring on October 1, 2013?
Development and Implementation begins upon award of the contract. The Operations and Management period of the contract begins on October 1, 2013. Please also note that after 50 calendar days from the award of the contract, prior to October 1, 2013, vendor must be ready to provide contact center staff to answer general informational questions from the public.

25. [C.1.5 Scope of Work, Page 5] Would the Authority please provide specifications for this location (e.g., square footage available, number of Call Center work stations, size of work stations, etc.)?
See response to question 16 above.

26. [C.2.2.3 Background, Page 7] This section states that the table indicates program enrollment through Exchange. Is it correct to interpret this to mean that the Medicaid eligibles will enroll through the Exchange? If so, will these functions be transitioned from the Enrollment Broker?
Medicaid eligibility determinations will be performed through the web-based DCAS and the Contact Center will provide support and assistance to the public to perform these services. Enrolling in Medicaid is not related to Enrollment Broker activities. Additionally, no transfer to Enrollment Brokers will be performed.

27. [C.2.2.4 Background: District Agencies Involved, Page 7] The table included in subsection C.2.2.4 summarizes the estimated DC Exchange Contact Center Call Volumes

for the first year of operations. What will the vendor's role be specifically regarding the "Eligibility" calls (listed as the third item on the table)?

Vendors will use the DCAS web site to assist users in making eligibility determinations for themselves and their families for Medicaid, individual insurance including subsidized and non-subsidized, and small employer-provided insurance.

28. [C.2.2.4 Background: District Agencies Involved, Page 7] Will the vendor provide preliminary eligibility screens or determinations, with final approval/denial provided by DHS?

The vendor will assist individuals with completing the elgibility application. If no additional documentation is needed, the system will provide a final elgibility determination that can be communicated to the applicant. If additional documentation ore review is required, that will be noted by the system and the applicant will need to follow up and DHS will need to review.

29. [C.2.2.4 Background: District Agencies Involved, Page 7] Will the vendor's CSRs provide any eligibility information beyond answering basic questions about eligibility requirements and making referrals/transfers to DHS?

The vendor's CSRs will assist users in all phases of eligibility determinations. The CSRs will inform users of Medicaid determinations and of the automatic follow-up that will come from the District. In the individual insurance and small employer market, CSRs will inform users of their eligibility determinations, describe subsidized insurance determinations, and they may assist users through parts of the enrollment process (short of providing plan selection advice or taking payment) as well.

30. [C.2.2.4 Background: District Agencies Involved, Page 7] Are any estimates available for call volume in the option years?

No.

31. [C.2.2.4 Background: District Agencies Involved, Page 7] Please provide estimated handle times for each type of contact.

The Authority does not have this information.

32. [C.2.2.4 Background: District Agencies Involved, Page 7] Please break down the estimated contact volume between open enrollment months and the rest of the year.

The Authority does not have this information. During the initial year, we anticipate higher call volume in the early months as the newness of the program will attract attention and a need for high-quality consumer assistance and education.

33. [C.2.2.7 Background: District Agencies Involved; C.5.5 Complaints, Pages 7 & 21] Section C.2.2.7 suggests the DISB is responsible for responding to complaints while Section C.5.5 states the Contractor is responsible for responding to complaints. Please clarify the role of the Contractor versus the DISB with regard to Complaints.

The Contractor will handle complaints that the Exchange Contact Center receives, per the RFP. Relevant commercial insurance company related performance

complaints that require the regulatory authority of DISB to address will be warm-transferred to DISB. Specific details are not yet available.

34 [C. Scope of Work, C.2.4.3, Page 8] If DHS is responsible for determining eligibility, what role will the Contractor have with regard to resolving issues related to eligibility? Please clarify the situations when the Contractor will respond to issues related to eligibility and when the Contractor will refer the individual to DHS.
In general, all MAGI (Modified Adjusted Gross Income) Medicaid eligibility determinations will be possible in real time through the web-based DCAS which will be used by consumers and by the CSRs who are assisting them. Contractors will refer individuals to DHS in instances where non-MAGI Medicaid or Healthcare Alliance determinations are necessary.

35. [C.2.4.3 Background: Exchange Contact Center Vision, Page 8] Will MAGI-based Medicaid applications be received solely via telephone? If not, through what other channels will MAGI-based Medicaid applications be received?
See response to question 26 above.

36 [C. Scope of Work, C.2.4.3, Page 8] We understand the Contractor will be responsible for supporting individuals with technical issues with the DCAS web portal. What will be the protocol for situations when the Contractor cannot resolve the issue? To whom will the Contractor refer the user?
These details will be available after contract award. The District has an option to exercise with current system integrator for providing technology support services after October 1, 2013.

37. [C. Scope of Work, C.2.4.3, Page 9] How often are customer satisfaction surveys to be administered?
Offerors should include an approach to this question in their responses.

38. [C.3 Definitions, C.3.1, Page 9] Please confirm that no build-out is required for the 2100MLK facility.
No build out is required for the 2100MLK facility.

39. [C.3 Definitions, C.3.2, Page 9] Will the Contractor be expected to use ACEDS? What information would be captured in ACEDS that is not captured in DCAS?
The Contractor will not be expected to use ACEDS. No information that the Contractor will be using is captured in ACEDS but not in DCAS.

40. [C.3 Definitions, C.3.2, Page 9] Will the Contractor be responsible for any dual data entry between the two systems?
No.

41. [C.3 Definitions, C.3.10, Page 10] What, if any, responsibilities will the contractor have for CHIP eligibility and enrollment?

In Washington DC, CHIP is covered through Medicaid expansion. The Contractor will have the same responsibility to CHIP as it has to Medicaid, as outlined in question 26 above.

42. [C.3 Definitions, C.3.12, Page 10] We understand DHCF is responsible for Medicaid, CHIP, the Immigrant Children's Health Program and DC HealthCare Alliance. What will be the Contractor's responsibilities, if any, with regard to these programs?
For Medicaid and CHIP, See response to questions 26 and 41 above. For ICHP and the HealthCare Alliance, the Contractor will provide a "warm transfer" to the appropriate District office.

43. [C.3.16 Definitions, Page 11] What make and model ACD and IVR will be provided by the Authority?
Avaya S8800 CM Ver.6.2; AVAYA Voice Portal Ver. 5.0.0.2.0106

44. [C.3.16 Definitions, Page 11] What are the specs for the phone switch (make and model) and that the Authority is providing for the primary facility?
Avaya S8800 CM Ver.6.2

45. [C.3.16 Definitions, Page 11] How will the Contractor interface with DC-NET when there are issues with the voice and data services?
Through a well defined incident management process that will be shared with the selected vendor.

46. [C.4 Technical Requirements, Page 12] What information systems functions, if any, is does the vendor need to provide at the primary physical facility?
Not clear what a information systems function is.

47. [C.4.1. Technical Overview, Page 12] When will DCAS be available for vendor use?
DCAS will be available shortly prior to October 1, 2013, to vendors.

48. [C.4 Technical Requirements, Page 13] Will the vendor be able to connect to the Authority's CRM and Workforce Management Systems from the overflow facility? If so, what costs will be incurred by the contractor?
Yes. No additional cost should be incurred by the contractor to access and use the system.

49. [C.4 Technical Requirements, Page 13] Call recording isn't listed as vendor provided, while web chat and auto-dialed surveys are not listed as District provided. Should these functions be available at both facilities?
All appropriate tools shall be available at both facilities. Call recording will be provided by the District's authority.

50. [C.4.4.3 Vendor Provided Technologies, Page 14] Please specify which of the following costs will be the contractor's responsibility in the District call center: Software

Licences (specify any); Line charges; Telephone usage charges. Please provide the same information for the overflow center.

In the primary facility/Distict call center: The District covers all of the costs that are enumerated here and are listed in the RFP. In the overflow facility: Software licenses (specify any) - Telecom and HBX related licenses such as HBX specific desktop apps, IP agent, IVR, Call recording will be provided by the District; Line Charges - All line charges from the ACD site to the secondary facility are covered by the contractor; Telephone usage charges - All usage charges to/from the ACD site to the secondary facility are expected to be covered by the contractor -- respondents are expected to address usage fee in the proposal wherever applicable.

(51-55 mis-numbered)

56. [C.4.5 Exchange Software Integration, Page 14] What functions will vendor-owned software need to perform?
The Authority does not have an answer to this question.

57. [C.5.1.1.1 Operational Overview, Page 15] For cost modeling purposes, what extended hours should vendors assume during open enrollment?
Vendors should assume 24/7 operation during open enrollment (Oct. 1, 2013-Mar. 31, 2014 during the first year). Outside of standard hours (which are 8 am-8 pm M-F), vendors will provide contact center services at their overflow facility. See Amendment 2.

58. [C.5.1.1.3 Operational Overview, Page 16] What is the expected contract award date?
The Authority anticipated making an award in the last week of June or first week of July 2013.

59. [C.5.1.1.3 Operational Overview, Page 16] Is the contractor expected to be fully staffed with trained personnel within the 50 days or simply be ready to take calls?
The contractor is expected to be staffed so that performance metrics with regard to incoming calls being met.

60. [C.5.1.1.8 Operational Requirements, Page 16] Please clarify what is meant by "integrated routing."
All contacts to the Contact Center should be routed appropriately to CSRs at both the primary and overflow facilities.

61. [C.5.1.1.9 Exchange Software Integration, Page 16] What is the cost to the vendor for the vendor's use of the city's Language Line for interpretation and translation services?
The Authority will assume the cost for the use of the city's Language Line.

62. [C.5 Operational Requirements, C.5.1.1.9, Page 16] Will the District's Language Line be available during all hours of operation?
Yes.

63. [C.5.1.1.9 Operational Requirements, Page 16] Please confirm that the vendor is REQUIRED to use the District's Language Line for ALL non-English calls resulting in no need to hire bi-lingual or Spanish-speaking staff.
The vendor may choose to hire bi-lingual staff (English, Spanish and Amharic are the most common languages in DC, amongst the target population).

64. [C.5.2.1 Inquiry Types, Page 17] Under what, if any, circumstances will the Contractor refer callers regarding MAGI-based Medicaid to DHCF?
The Contractor will not refer callers to DHCF regarding MAGI-based Medicaid. The Contractor may refer callers to DHS when MAGI Medicaid determinations are not possible due to conflicting applicant information etc.

65. [C.5 Operational Requirements, C.5.2.1.1, Page 18] What circumstances will warrant a referral to a Broker?
Small businesses and individuals who need significant help enrolling in plans should be referred to a licensed broker. We may also have the ability to transfer them to brokers directly by phone, but that is not certain.

66. [C.5. Operational Requirements, C.5.2.1.1, Page 18] What circumstances will warrant a referral to a Navigator?
The District will not have Navigators in Year 1, but will have In-Person Assisters (IPA)

67. [C.5 Operational Requirements, C.5.2.1.1, Page 18] What circumstances will warrant a referral to an In-Personal Assistor?
CSRs may refer callers to an IPA if the caller would like in-person help applying for benefits.

68. [C.5. Operational Requirements, C.5.2.1.1, Page 18] Please confirm that after a referral to a Broker, Navigator or Assistor has been made, the Contractor is not responsible for conducting any additional follow-up unless the individual contacts the Contact Center.
The Contact Center may be subject to review by the Authority as to the appropriateness of referrals from time to time and be asked to improve training and SOPs if it is found that referrals are not being optimally handled. Otherwise, the Contractor is not responsible for additional follow-up unless the individual contacts the Contact Center.

69. [C.5.4.1 Contact Channels, Page 19] We were under the impression that all interactions would be logged in DCAS. Based on this requirement, it appears the Contractor must also provide their own system for logging purposes. Please clarify which is true.
All interactions will be logged in the District-provided CRM. The Contractor does not need to provide their own system for logging purposes.

70. [C.5.4.1 Contact Channels, Page 19] What information would be logged in the Contractor's system versus the District-provided system?
See response to question 69 above.

71. [C.5.4.2 Contact Channels, Page 19] What should be included in the templates?
The communication templates should include direction for CSRs that will allow them to provide consistent, accurate, appropriate, relevant and complete responses to consumer and public queries. This will vary for each contact channel.

72. [C.5.4.2 Contact Channels, Page 19] Would the Authority provide a sample template?
No.

73. [C.5 Operational Requirements, C.5.4.6, Page 20] What types and volumes of documents will the contractor be expected to process?
The Authority does not have a projected volume of documents. The contractor will be expected to process consumer emails, letters and faxes.

74. [C.5 Operational Requirements, C.5.4.6, Page 20] Is the vendor responsible for all postage costs?
No, the Authority will assume postage costs.

75. [C.5 Operational Requirements, C.5.4.6, Page 20] Please specify any other responsibilities that the vendor will have related to documents, including scanning, imaging, data entry, etc.
See response to question 11 above.

76. [C.5. Operational Requirements, C.5.4.6.1, Page 20] Are the mailing facilities provided by the District available at the 2100MLK facility?
The Authority will provide daily delivery and collection of mail and all postage services. The Contractor will open mail, scan mail, and print out and place return correspondence into addressed envelopes.

77. [C.5 Operational Requirements, C.5.4.6.1, Page 20] Will the mail facility be capable of all fulfillment services or only the actual outbound mailings?
The only Contact Center related fulfillment services are projected to be outbound mailings.

78. [C.5 Operational Requirements, C.5.4.6.1, Page 20] Will the Contractor have any responsibility for oversight of the mail fulfillment center?
The Contractor will be responsible for ensuring that their mailing supplies are sufficient and requesting replenishment from the Authority as required.

79. [C.5.4.6.2 Written Letters and Fax, Page 20] How will files/data be shared between the vendor and the Authority's mailing facilities?

The Contractor will log all outgoing correspondence in the CRM where it may be reviewed by the Authority.   Otherwise mail-related files and data are not envisioned as needing to be shared between the Authority and the Contractor.

80. [C.5.4.6.2 Written Letters and Fax, Page 20] What equipment is available at the provided mail facilities?
Envelopes and stationery will be provided.

81. [C.5.4.6.4 Written Letters and Fax, Page 20] How would the Authority like for returned/undeliverable mail to be handled?
Contrator should include an approach to this question in their Communications Plans.

82. [C.5.6.7.1 Deadline for Development & Implementation, Page 22] Are the 50 and 51 days referenced in this section business days or calendar days?
See Amendment 2.

83. [C.5 Operational Requirements, C.5.6.11.1, Page 24] This requirement references Business Process Models that are being developed by the Exchange. Are any of these Business Process Models currently available for bidders to review? When will this information be made available to the Contractor?
The Authority does not have further information to provide prior to offeror submission.

84. [C.5.6.12.5 Workforce Management & Forecasting, Page 26] What is the Authority-provided solution? What specific monitoring functionalities does it offer?
The Avaya Call Managent System (CMS) is available for performance monitoring. A silent listening mode functionality and callr recording will be available for call monitoring and/or training purposes.

85. [C.5.7.5.1 Coordination and Cooperation, Page 28] Would the Authority please provide a list of "sister agencies" with whom the vendor will be expected to partner?
Sister agencies in the District government include the Department of Human Services; the Department of Health Care Finance; the Office of the Chief Technology Officer; the Department of General Services (which administers the 2100MLK facility); and the Department of Insurance, Securities and Banking.

86. [C.5.8.1 Primary Facility, Page 29] Would the Authority provide specifications for the computers that will be provided?
See Amendment 2 and the new Attachment 5.

87. [C.5.8.1 Primary Facility, Page 29] Will single or dual monitors be provided to CSRs?
See response to question 3 above.

88. [C.5.8.1 Primary Facility, Page 29] Would the Authority provide a floorplan and/or blueprints for the space available at the primary facility?
See response to question 16 above.

89. [C.5.8.1 Primary Facility, Page 29] Are any offices for key management and non-call center staff available within the primary facility provided by the Authority? If so, how many?
There are a total of (60) workstations and (5) of the total workstation are designated for Supervisors and (2) Management Offices and the remaining (55) workstations will be dedicated to the ECC staff. See Amendment 2.

90. [C.5.8.2 Overflow Facility & C.5.8.2.1, Page 29] Please confirm that the cost benefit analysis is not to be submitted with the proposal, but will be provided after award.
Yes. See Amendment 2.

91. [C.5.8.2.3 Overflow Facility, Page 29] Would the Authority confirm that a floor plan addressing building security is to be submitted upon contract award and not with proposal responses?
Yes. See Amendment 2.

92. [C.6 Content Management, C.6.1.2, Page 37] What websites/portals/pages does the Authority expect the Contractor will develop?
The Authority does not expect the Contractor to develop consumer-facing websites, portals or pages. The Contractor may choose to use the web to communicate information to CSRs as it deems fit.

93. [C.8 Quality management Requirements, C.8.2.2, Page 42] For how long will the Contractor be expected to store calls?
The Contractor will not store calls; the Authority will store calls.

94. [C.8.3 Quality Call Monitoring, Page 42] Will the Authority's recording solution be able to record calls at the overflow facility?
Yes.

95. [C.8.3 Quality Call Monitoring, Page 42] Must the vendor recording all calls received at the overflow facility?
No.

96. [C.9 Language Interpretation Services, Page 43] What services will the District-provided written translation service provide (e.g., written translation on all chat correspondence, email correspondence as opposed to only translation services for frequently asked questions)? How will these services be provided to the Contractor?
The District-provided written translation service will provide translation for letters, faxes and emails. These services will be provided on demand to the Contractor via email.

97. [C.9 Language Interpretation Services, Page 43] What is the timeframe for receiving District-provided written translation services?
Written translation services will take approximately two to four business days to process.

98. [C.11 Performance Metrics, C.11.3, page 46] Does the 120 day ramp-up period begin October 1, 2013? If not, then when?
Yes, it begins Oct. 1, 2013.

99. [C.13 Optional Tasks, Page 46] Should vendors assume this task would begin October 1, 2103 and end on September 30, 2014?
Yes.

100. [C.13 Optional Tasks, Page 46] It appears from the Table on page 7 that the contractor is already expected to interact with the 220,000 Medicaid clients and that this is reflected in the projected volume. Please differentiate between the services to be provided to these individuals as part of required services versus the services considered optional.
DCAS will be able to handle MAGI Medicaid eligibility determinations and CSRs will use the DCAS to assist individuals with these determinations as part of normal operations. DCAS will not be able to handle non-MAGI Medicaid eligibility determinations in the initial year of operation, and so this special optional service would work as explained in the RFP.

101. [C.13 Optional Tasks, Page 46] How many monthly contacts are expected for these services?
The Authority does not have an estimate.

102. [H.1 Hiring of District Residents as Apprentices and Trainees, H.1.1.1, Page 56] What are the programs approved by the District of Columbia Apprenticeship Council?
Please see http://onecityonehire.org/apprenticeship.aspx

103. [Section J. Attachments, Page 72] There are numerous forms included on the website through the links addressed in this section. Are these forms to be submitted with the bidders proposal or will they be submitted after award?
These forms are to be submitted with the Offerors' Proposals.

104. [L.2.1 Proposal Organization and Content, Page 73] May electronic copies of proposals be submitted on CD in lieu of a USB thumb drive?
No.

105. [M.3.5 Price Proposal Evaluation, Page 83] Will the price for optional services be included in the evaluation?
Yes.

106. [Attachment 2 Performance Metrics] Since page 4 states this is a fixed price contract, is it correct that the 90% maximum occupancy standard applies but the 80% minimum occupancy standard does not?
Offerors must determine their best approach to this in their responses.

107. [Attachment 2 Performance Metrics] Please confirm or correct the following statements as they relate to performance metrics: The third standard requires an average speed to answer of 55 seconds or less. The fourth standard will be calculated for each week based upon the ASA experienced for that week. In other words, the standard for Unhandled calls will change each week based upon the ASA experienced.
No. Please see Amendment 2 for revised Unhandled Calls metrics.

108. [Attachment 2 Performance Metrics] Please confirm that all data necessary for all reporting for these metrics with regard to the primary facility are available through the DC-provided systems.
All data necessary for reporting purposes regarding Contact Center performance and activity will be included in the systems provided by the Authority for the use of the Contractor.

109. [Attachment 2 Performance Metrics] Please confirm that all data necessary for the reporting of these metrics for the overflow facility are the Contractor's responsibility.
To the extent that the Contractor uses the systems provided by the District in their overflow facility, the Contractor can use the Authority-provided systems for this data.

110. [Attachment 4 Key Performance Indicators] Please define Tiers 1, 2, and 3 in the management related metrics.
The Contractor should organize and train its CSRs in a fashion that will provide effective customer support and if the Contractor creates Tiers or related distinctions between service levels, reporting should reflect these Tiers or distinctions.

111. [Attachment 4 Key Performance Indicators] Please define how the word "ticket" is being used in this context.
A "ticket" is the tracking identifier that is associated with any contact incident (call, email, letter, etc.), that allows the CRM to track the number of interactions and amount of time required to resolve a particular contact incident. The ticket also allows the CSR to capture all the information about a particular contact incident at one time for review when an individual calls in (or emails etc.).

112. [Attachment 4 Key Performance Indicators] Please confirm that all data necessary for the reporting and tracking of these metrics will be available through the District-provided facilities.
See response to question 108 above.

113. [C.3.1] Can the District provide access to the 2100 MLK Ave SE site referenced in the RFP prior to the proposal submissions date?

The Authority has scheduled a visit for proposed bidders on Monday, May 6th, and communicated that information to those who attended the pre-proposal bidder's conference.

114. [C.7] Can the District provide specific / prescriptive training requirements to include number of personnel (specifically non-CSR personnel) to be trained, number of courses, number of classes per course, class size, and related information in order for vendors to provide for evaluation over a consistent set of assumptions?
The Authority does not have this information.

115. [C.5] How will the ECC integrate or interface with the current OUC 3-1-1 call center operation?
The ECC will be able to receive and send "warm transfer" calls to 3-1-1.

116. [C.5.6.7.1] Please clarify whether the D&I 50 day timeline is business days or calendar days?
The 50-day timeline is calendar days.

117. [C.1.1.1, Page 5] Who is the contractor that handles the District of Columbia Access System (DCAS)?
Infosys Public Systems is the systems integrator contracted by the District for the DCAS system.

118. [C.2.2.4, Page 7] Based upon the call volume, where did these call volume numbers come from and how were they calculated?
The Authority contracted a research firm who provided these estimates in fall 2012. Further details are not available.

119. [C.2.2.4] In Section C.2.2.4 where the DC Government has provided three (3) scenarios of estimated call volume – low, medium, and high – the RFP lists four different call types – General Assistance, Eligibility, Enrollment, and SHOP. Can the DC Government provide an average handle time (talk time plus after call work/wrap time) for each of these call types?
See response to question 31 above.

120. On page 7 of the RFP, DC Government provides three scenarios of estimated call volume – low, medium, and high. And contained in the pricing section, page 3 and 4 – under Section B.2.1, DC Government has provided the mechanism for invoicing and pricing this level of effort.   Given that pricing is on a fixed price basis for a year period of time – the actual call volume will have a great dependency on the expended amount of resources – both at the DC primary location – and potentially at the contractor's backup facility. If a contractor selects one of the volume scenarios for pricing purposes – what would be the price mechanism to invoice/bill for call volumes in excess of the selected/price call volume scenario? Would the DC Government be amendable to (1) using for evaluation purposes among ALL bidders one of the three (3) call volume

scenarios? And (2) can the contractor provide a price metric (per call, per hour, per FTE) for call volumes that exceed their chosen scenario of call volume?

See response to question 18 above.

121. [C.1.5] This contractor assumes that if/when a overflow facility is need due to actual call volume that DC Government will manage the allocation of calls to both the primary and overflow facility – this call management task would not fall to contractor – and that all telephony costs of routing calls to overflow facility and back to primary facility (if/when needed) would be provided at no costs to contractor?

The call managment task is part of the contact center operations responsibility. Tools will be available to route calls as needed via an ACD routing logic. No additional cost is expected by the district to route calls to destination.

122. In the event of required usage of an overflow facility – contractor assumes that all call center technology and call center applications will be made available to the overflow center and personnel at no cost to the contractor. Is this a correct assumption?

No.

123 [C.2.4.1, Page 8] '…our vision is that the ECC will increase its consumer support to encompass many related human services provided to District of Columbia residents.' What other services does DC envision falling under the expanded ECC?

These services are not yet determined.

124. Given the time elapsed since the pre-proposal conference and the anticipated response to the vendor questions, this vendor respectfully requests an extension to the delivery due date. In order to build a proper team to meet the MBE and residency requirements, as well as to develop a proposal based upon the requirements as currently stated and the answers, when posted, from the DC Government, this vendor would request an extension to the delivery due date to May 29, 2013.

The Authority will not extend the due date.

125. [C.2.2.3] The table shows projected program enrollment. Individual QHP and SHOP QHP doesn't have anything listed until June of 2014. Our assumption is this is because this population has not been identified as of yet, but will be eligible to enroll in benefits beginning October of 2014 correct?

Individual QHP and SHOP QHP will not be available categories of health care coverage until the opening of the Exchange on October 1, 2013.

126. [C.2.2.4] Can you explain the logic used to determine the estimates for the Contact Center volume in the first year?

See response to question 118 above.

127. [C.2.2.6] Can you confirm if the contractor will also have access to the DHS website to verify eligibility for benefit enrollment purposes or will not be required to call to verify eligibility except for unique situations?

See response to question 34 above.

128. Page 73 states that the proposal shall also be submitted electronically via USB thumb drive. Page 74 states the Offeror must submit an electronic copy of its proposal, redacted. Should bidders submit only one redacted electronic copy, or two electronic copies – one redacted and one not redacted?
Submit two electronic copies -- one marked "redacted" and one not. Both can be on the same thumb drive.

129. Page 77 states that you would like the Offeror to acknowledge amendments electronically via the E-Sourcing system, however number 11 of page 1 of the RFP has a spot to acknowledge amendments. Please advise as to where you would like the bidder to acknowledge amendments.
See Amendment 2. Use number 11 of page 1 only.

130. Page 77 states that the Offeror is to provide a copy of the executed "Clean Hands Certification". Please advise on where bidder can find this certification.
visit taxpayerservice.com for more information.

131. Page 72, Section J lists several attachments that can be found at the web address given. Some are just informational and some are fillable forms. Please indicate which specifically you require to be returned by the bidder with the proposal response.
Those that are fillable forms.

132. Page 4 of the RFP states that bidders must "provide one copy of the price proposal in a separately sealed envelope"; however, page 73 states that "one original and three copies of the written proposals shall be submitted in two parts titled Technical Proposal and Price Proposal." Please clarify if bidders should submit one copy of the Price Proposal, or one original and three copies.
Submit one original and seven copies. See Amendment 2.

133. Per Section L.5 of the RFP, will bidders be allowed to submit additional questions up to five days prior to the closing date and time? The deadline for questions is previously stated as Monday, April 29.
No. The written questions window closed on Monday, April 29, 2013. See Amendment 1.

134. The RFP cover sheet states that offers must be received in the E-sourcing system prior to the event closing date and time. However, it appears that DCHBX is asking for hard copies of proposals and not electronically submitted proposals. Please clarify if bidders should submit via the E-sourcing system.
Bidders should not use the E-sourcing system. Bidders should submit proposals as explained in section L.2 of the solicitation.

135. What version of the Avaya Interaction Center will you be using?
AVAYA IC is not available.

136. Is it possible to use the chat functionality of Avaya to provide chat to customers?
Offeror can propose the solution to the District.

137. [Page 7] Do the call center volume numbers identified include all forms of communication, i.e. call, mail, email, chat, etc. or just call volume? Do you have estimates for the breakdown of the different modes of communications?
The call center volume numbers include telephone calls only.

138. The RFP states that the technology will be provided for the main call center; however, is there a need for outside technology for the overflow facility? Since [our company] specializes in this technology, we were hoping to be able to step in as a subcontractor and provide this technology.
The computers and telephones will be provided by the Authority for the primary facility only. The IVR, ACD, CRM, LMS, WMS and related software will be provided for the overflow and primary facilities.

139. [C.4.3.3] SOW paragraph C.4.3.3 states "All implementation and operational costs associated with provided technologies shall be considered in the Vendor's pricing model". Vendors are not in a position to know the costs associated with the provided technologies, only with our respective technical approaches, therefore can you provide more information regarding any known costs associated with the provided technologies?
The Authority does not have further information to provide prior to offeror submission.

140. Can we inspect the call center at 2100 MLK?
See response to question 113 above.

141. [C.2.2.3, Page 6] Can the Authority provide the detailed logic for determining annual enrollment into Medicaid, Individual QHP, and SHOP QHP?
The Authority does not have further information to provide prior to offeror submission.

142. [C.2.2.4, Page 7] Would the Authority provide the methodology and calculations that produced the projections of the CSR contact call volumes in this section?
See response to question 118 above.

143. [C.2.2.4, Page 7] Can the Authority provide estimated call handle times per Call Type?
See response to question 31 above.

144. [C.2.2.4, Page 7] How does the Authority anticipate the call volume to be distributed between open enrollment months and non-open enrollment months?
See response to question 32 above.

145. [C.2.2.4, Page 7] What are the expected call volumes for the extension years?
See response to question 30 above.

146. [C.2.2.4, Page 7] Which Scenario I, II, or III should the offeror provide pricing?
See response to question 18 above.

147. [C.2.4.1 and C.2.4.3, Pages 8 & 9] How will the Exchange Contact Center interact with the existing DCHF Enrollment Broker?
The Contact Center will not interact with the existing DHCF Enrollment Broker. Also, See response to question 26 above.

148. [C.4.1.1, Page 12] How will the DCAS interact with the District's current MMIS system?
The DCAS will not interact with the District's current MMIS system in the first year of operation.

149. [C.4.2.1 and Attachment 1, Page 12] Will there be computer technology integration (CTI) between the IVR and DCAS so that the CSR can receive a "screen pop" of who the caller is and selected self-service based on caller authentication? These functionalities are listed in Attachment 1 as custom but it is not clear whether these will be available or may be available.
During calendar year 2013, screen pops and self-service options will not be available. In early 2014, screen pops and self-service options will be available.

150. [C.4.3.2, Page 13] Please confirm that the Authority expects the vendor to provide its own full telephony system in the call overflow facility in addition to the telephony system being provided by DC-Net. Is the DC-Net system a VoIP system? Does the DC-Net system have the capability to repoint and/or direct overflow calls to the overflow facility?
The DC-Net system provides voice traffic via VoIP. DC-Net has the capability to route calls to the overflow facility.

151. [C.4.3.2, Page 13] Can you confirm that all technology for the overflow site – call recording, IVR, CRM, etc. will be supplied by the DCHBX. If the vendor is to supply these technologies who is responsible for the data integration between 2 systems?
Call recording, IVR, CRM and associated systems will be supplied by the Authority.

152. [C.4.3.2, Page 13] Is the Vendor required to provide Live Web Chat for the overflow facility even though other parts of the RFP seem to indicate that web chat is an optional offering?
Web chat is an optional offering in all cases.

153. [C.4.3.2 & C.4.5.1, Pages 13 & 14] If the Exchange provides the CRM at the main facility and the vendor is to supply the CRM at the overflow-facility, what integration will exist and who is responsible for integration of the two CRMs and the synchronization of actions and transactions by the two systems to DCAS and any other integrated systems? The RFP speaks of "bridging" of technologies only at a future time.

It is expected that there will be only one CRM application that will be used across all agents.

154. [C.4.7, Page 14] If the bidder chooses to include Web chat as part of its solution, should it be priced as a separate "option" or included as part of the base price?
It should be priced as a separate option. See Amendment 2.

155. [C.4.9, Page 15] Who on the Authority or District side will be responsible for business continuity and disaster recovery for their technology? These actions must be integrated into the vendor's plans and processes or no voice or data networks would be in place.
OCTO/DC-Net will be responsible for these functions.

156. [C.5.1.1.1, Page 15] Please define "extended hours for live calls" it is important to quantify this for vendor projections of staffing and related costs.
See response to question 57 above.

157. [C.5.1.1.3, Page 16] Can the Authority confirm that the number of days should be interpreted to mean calendar days, per the definition on page 65, I.4?
The number of days is calendar days.

158. [C.5.1.1.3, Page 16] When will DCAS be functional and systems documentation available for development of training materials and development of vendor technologies?
See response to question 47 above.

159. [C.5.1.1.7, Page 16] Please specify what the Authority considers to be "low" turnover rates.
Offerors should include an approach to this question in their responses.

160. Will the vendor or the Authority be responsible for the cost of using the city's Language Line services for call translation?
See response to question 61 above.

161. [C.5.1.1.4, Page 17] Do the SLAs and penalties apply to the overflow center, staffing, and performance? If so, how are the two combined or are they evaluated separately? If the latter, are damages potentially assessed twice?
SLAs will not be applied or evaluated separately to the two facilities. Liquidated damages will be assessed based on the defined occurrence.

162. [C.5.2.1.2, Page 18] Please clarify that the Authority understands that the vendor services to respond to inquiries on *"General questions regarding District of Columbia employer laws"* will be limited to informing the caller of the existence of any employer law not an interpretation or application for the caller's situation.
This is true.

163. [C.5.3.2 and Attachment 2] With the SLAs of response to faxes, email, web complaints and web chat and the SLA for Occupancy Rate, will the Authority include all CSR responsibilities including chat and responses to emails, faxes, and letters and web complaints in the occupancy calculations and eliminate the maximum occupancy rate SLA? The RFP requires that CSRs be cross-trained to handle written, verbal, and online inquiries.
No.

164. [C.5.4.5.1 and C.5.4.6.1, Page 20] The RFP indicates the District will provide a toll-free number and facility for inbound and outbound mailing and fax; will the District pay the costs for the printing and postage and telephone lines and usage?
Yes.

165. [C.5.4.6.5, Page 20] Does the Authority expect the vendor to provide an imaging capability? If so, can that replace the hard copy storage requirement in this section?
No, hard copy storage requirement cannot be replaced by imaging capability.

166. [C.5.4.8, Page 21] If the vendor chooses to bid a web chat solution, should that be priced separately from the other services?
See response to question 154 above.

167. [C.5.6.12.5, Page 26] Please specify the workforce management solution the vendor will be expected to use.
See response to question 84 above.

168. [C.5.7.2.1, Page 26] The RFP indicates that if the ASA SLA is not met for an hour, the Center should notify the Authority. However, the meaning of ASA is average speed of answer and this is a weekly metric. Please clarify that the intention is to notify the Authority if the ASA is not met for the week. This section also requires notification if CSR attendance is lower than forecasted and impacts call handling. Please clarify that impact refers to call handling exceeding an applicable SLA that is not a weekly average.
If the ASA as identified in the SLA is not met for any given hour, the Authority should be notified. Liquidated damages will not be assessed on hourly ASA reporting, only on weekly ASAs. Likewise, CSR attendance that impacts call handling negatively should be reported as per section C.5.7.2.1; liquidated damages will only be assessed on the weekly basis.

169. [C.5.7.2.4, Page 27] The RFP references a Communication Plan; please clarify the intent/purpose of this Plan, is it to define the vendor's staff, roles, and method of contact?
Yes.

170. [C.5.8.1.1, Page 29] Will vendor staff be allowed to access email, timesheets, and other corporate (vendor) internal applications using DCAS-provided computer workstations?
The Authority will make a determination on a case-by-case basis.

171. [C.5.8.1.2, Page 29] Can an architectural rendering of the proposed space be made available? Does this facility have training rooms available? Also the RFP stipulates 45 CSRs and CSMs – should we interpret that there are work spaces for 45 FTEs or is additional space available for say, training staff brought in during initial startup, or additional resources assigned by the vendor?
The ECC does not have a training room available. There is workspace available to support up to 60 people, but not for training. The building facility may have training rooms available for this purpose.

172. [C.5.8.12, Page 33] Please specify what CRM tool will be provided to the vendor.
The Authority has not made a final determination on its CRM.

173. [C.5.8.13, Page 33] Please specify what LMS tool will be provided to the vendor.
The Authority has not made a final determination on its LMS.

174. [C.5.8.14.1, Page 34] The RFP lists the additional systems that the CSRs interface with, in addition to the Authority provided CRM. Since the RFP requires the vendor to provide a CRM at the overflow facility, is integration with these systems required with the vendor CRM?
The RFP requires the vendor to have the capability to provide a CRM at its overflow facility. However, under normal operating circumstances, the vendor will use the Authority-provided CRM.

175. [C.6.1.2, Pages 36 – 37] The materials that the vendor is required to develop include materials to be distributed outside the ECC such as directories and publications. Will the vendor be responsible for the printing and postage costs for distributing these materials? If so, please provide estimated volumes that will be needed.
The vendor will not be responsible for printing and postage costs.

176. [C.7.2.1, Page 39] By what date will systems documentation be ready for review?
Based on current schedule end-to-end preliminary training material will be ready by mid to end of July pending user acceptance testing.

177. [C.7.2.1, Page 39] By what date will systems be available for trainers to review?
Based on the current schedule trainers will be able to review material end of August

178. [C.8.2.3, Page 43] The RFP mentions a "data analytics platform." Will the Authority provide this or is the Contractor expected to provide this? Please describe the uses for the platform.
The Authority will provide appropriate tools as needed in the future time.

179. [C.8.3.1, Page 43] The RFP states that the Contract is responsible for providing a quality monitoring tool. Can the Contractor assume that all quality data from various systems will be made readily available and accessible for use by the quality monitoring tool?
Yes.

180. [C.10.4.1, Page 44] Can the Authority please elaborate on its expectations (format, media, access, delivery) for a Contact Center Dashboard?
Offerors should include an approach to this question in their responses.

181. [C.13.1, Page 46] Optional tasks – please clarify that the section does not include the requirement that the vendor conduct eligibility determination activities, including presumptive eligibility recommendations for non-MAGI Medicaid recipients.
The vendor is expected to help callers with their DCAS application to determine eligibility, when client is not eligible for MAGI Medicaid, and call requestes further Medicaid options, the agent would warm-transfer to DHS for further determination.

182. [L.2.1, Page 73] Can tables, graphics, and other exhibits, including the Work Plan, use a font size smaller than 12-point, as long as it can be easily read?
Yes, font sizes on such exhibits can be as small as 10 point. See Amendment 2.

183. [L.2.1, Page 73] Can the Work Plan be submitted on 11"x17" paper that is folded to the 8.5"x11" size requirement?
Yes. See Amendment 2.

184. [M.3.5, Page 83] Should scoring by multiplied by x20 and not x15 to achieve the 20 point max?
Yes. See Amendment 2.

185. [Attachment 1] IVR – Who will be responsible for programming the IVR? When will this functionality be available?
The Authority will be responsible for programming the IVR. Basic IVR functionality will be available prior to the opening of the contact center.

186. [Attachment 1] The solicitation asks offerers to propose chat capabilities however on Page 6 it says that "chat" interactions are captured by the NICE platform. Can you clarify how NICE will capture chat interactions if they are supplied by the third party application?
Chat is not supported by NICE at this time.

187. [Attachment 2] If the Authority provides all infrastructure elements, including telephony and network connectivity, and systems, how can the Vendor be held responsible for meeting certain of the performance metrics that may depend on the hardware and software provided by others?
This question will be addressed on a case-by-case basis.

188. [Attachment 2, Page 1] Performance Metrics: "During normal operational state, Vendor is responsible to comply with all applicable SLA's." Are call spikes during open enrollment periods not considered "normal operational state"?
Vendor is responsible to comply with SLAs during open enrollment periods.

189. [Attachment 2, Page 1] The Attachment indicates *"The Contractor should meet or exceed industry standards for all performance metrics, regardless of whether they are listed below."* This is open ended and could not be anticipated by a vendor as there are various versions of industry standards. Is the Authority willing to exclude this statement from SLA compliance and any related notice of noncompliance, penalties, or damages? **Offerors should include an approach to this question in their responses.**

190. [Attachment 2, Page 1] The Attachment indicates *"The term Unhandled Call includes, but is not limited to, abandoned calls, call backs (both CSR initiated and IVR), and disconnections."* The Attachment further indicates that the SLA for Average Speed of Answer is less than 55 seconds. For caller's who chose call backs in less than 55 seconds, the vendor would be penalized for providing this call back service to the client. Similarly, disconnections may be within a few seconds if a caller decides they do not have time to proceed with the call. Will the District exclude call backs and disconnections from "unhandled call" calculations?
The Authority will exclude call backs. The Authority will not exclude disconnections. See Amendment 2.

191. [Attachment 2, Page 2] With the SLAs of a narrow band between minimum and maximum CSR Occupancy Rates, these SLAs will pressure the vendor to send CSRs home during lower call volume periods that cannot always be predicted; this impacts the financial stability of the staff and will result in staff turnover. Will the Authority consider using only a minimum Occupancy Rate at a lower threshold than in the Attachment or calculating the SLA on a monthly basis?
No.

192. [Attachment 2, Page 2] Unhandled calls SLA. ASA can range between low and high during the course of a week, how is the band applied? This SLA approach encourages the vendor to delay calls since an ASA of 8 minutes with an unhandled call limit of 45% is the same penalty as an ASA of 56 seconds and an unhandled call rate of 6.1%. Since all but 2 of these ASA bands exceed the ASA SLA, this is also a secondary penalty. Will the Authority consider modifying the telephone SLAs for those that support excellent customer service rather than penalize a vendor who is working to provide excellent access? When this SLA is taken with the Occupancy Rate SLA, there is no reasonable opportunity for compliant performance.
The Authority has amended the Unhandled calls metric. See Amendment 2.

193. [Attachment 2, Page 2] Contact Volume Forecasting Accuracy. Since the Authority's projections of call center contacts volumes provided in RFP 3.2.2.4 range from low to a high of 300% of the low range; will the Exchange provide the same range of flexibility in forecasting?
For the first year of operation, no liquidated damages are calculated for Contact Volume Forecasting Accuracy, due to the difficulty in providing projections that is noted in this question.

194. [Attachment 2, Page 2] SLA for Average Handle Time. How did the District determine 25 minutes for the first open enrollment time period and 10 minutes thereafter? Would the state prefer that all vendors model to these AHT to maintain consistent models?
See Section B as Amended in Amendment 2.

195. [Attachment 2, Page 2] The AHT of a call is largely dependent upon the responsiveness and efficacy of the Authority-provided equipment. If either element is not favorable, the vendor is penalized for attempting to completely meet the caller needs. Will the Authority consider eliminating this SLA?
As noted in the SLA, this metric will be re-evaluated in less than a month after the open enrollment period begins.

196. [Attachment 2, Page 3] Faxes, emails, and web complaints can be received after hours or at the end of a business day. If these occur at the end of a work week, the vendor cannot meet the SLA. Will the Authority change the SLAs to business days?
Yes. See Amendment 2.

197.]Attachment 2, Page 3] Post Training Evaluation Score – since the clarity and applicability of a test to training can vary greatly, especially in a new program for government health services which do not yet exist, will the Authority consider eliminating the first attempt requirement?
No liquidated damages are assessed for this SLA. The Authority will leave the target as-is.

198. [Attachment 2, Page 4] For the SLAs regarding response time/downtimes of the vendor's telephony and technology, will the Authority except from these measurements downtimes that are due to the Authority-provided telephony and/or technology as well as disasters that are outside the control of the vendor such as floods or power outages? How is the <1% calculated – monthly / yearly?
The Authority has defined the normal operational state as required for compliance with SLAs. Any exception will be considered on a case-by-case basis.

199. [Attachment 2, Page 5] For the SLA requiring notification of the loss of business continuity, will the Authority make available a notification destination after normal business hours since the center is open until 8:00 PM?
Yes.

200. [Attachment 2, Pages 4 and 5] Attachment 2 makes two references to "Connector." This term does not appear to be defined anywhere in the RFP or attachments. Can the Authority please provide a definition?
This is a typo. It should read "Authority" in both cases. See Amendment 2.

201. [Attachment 3, Page 6] Please clarify that the days limitation for deliverables are business; also that penalties are waived if the delay is due to the accessibility, lack of

performance or materials for the Authority or other DC entity and/or other technology on which the ECC is dependent.

The days limitations are calendar, not business. Any waiver will be considered on a case-by-case basis.

202. [Attachment 4, Pages 8-9] The management related metrics section makes frequent reference that the vendor shall compute or capture tickets. However the term "ticket" does not appear in either the RFP or attachments. Please define and clarify.
See response to question 111 above.

203. Can there be 2100 MLK Blvd site visit before 5/15/13?
See response to question 113 above.

204. Will there be a need for any fulfillment processing (mailing of applications, returned mail, DC resident's requests, etc.) from the ECC or Overflow that would need to handle or tie into?
This question is addressed above in questions 76-81.

205. Does the offer need to include the web development and services?
No.

206. Can we use sip trunks to integrate with DC Net voice system? What are the existing capabilities of the system in place in this regard?
Yes.

207. [C.4.5.1] Can we integrate into or have access to the existing CRM from our facilities?
Yes.

208. Does the Bidders Pre-Proposal Conference registration requirement apply to subs and teammates as well? In other words does each of the Prime's team member or sub have to attend or sign-in for the Bidder's List to participate as well?
No. Only prime contractors or their representatives were required to attend.

209. Can we schedule or will the Government schedule a site visit to the existing 2100 Martin Luther King Ave, SE (2100MLK) Call Center?
See response to question 113 above.

210. What is minimum level of security or clearance required for CSR's and when will they need to be completed by? (At contract award, post contract award, 30 day post contract award, before contract award, etc.)
See Amendment 2.

211. Can you clarify when the average call duration time of 25 minutes mentioned during the conference begins? Is the average expected time required after reaching a Live Operator or from the time the client calls the Toll Free number to include self-service menu options?

The AHT starts when the CSR is connected to the caller.

212. [C.7.1.4] Training is discussed under Sections C.7.1.4 to be provided by the contractor. Will the Health Care Benefits and Systems training be provided on-site or at alternate facilities provided by the Government or will the vendor have to supply a training on-site?
The vendor will have to provide facilities.

213. How long will training estimated to take and will any part of training be billable as a billable expense under the O&M and Development and Implementation Price Items.
The Authority does not have further information to provide prior to bidder submission.

214. Can the Overflow Call Center be located in Washington DC or is it desirable to locate the additional Call Center at an alternate location for Disaster Recovery Purposes? Our understanding is that the DR site cannot be the "Overflow Facility" provided by the contractor, but an additional facility. Is this a correct interpretation and if so, what is the minimum distance required between the Primary, Overflow Facility and the DR site?
Offerors should include an approach to this question in their responses.

215. Will a DR Call Center facility require Backup Power Generators for Disaster Recovery Purposes?
The site needs to operate in the event of a disaster. Some disasters may include interruption of community power. The quality of your DR plan will be evaluated like the quality of your other technology solution elements.

216. [C.5.8.1.1, Page 29] "The facility is designed to hold 45 vendor-employed Exchange Call Center CSRs and CSMs..." Please define "CSM".
Customer Service Manager. Please also see the answer to question 89 above which enumerates the revised number of Vendor employee seats at the facility.

217. [C.5.1.1.9, Page 16 and Attachment 2, Telephone Inquiries]
Given the penalty imposed for call length would the District consider allowing the Vendor to support other languages directly, rather than using the city's Language Line service? Although translation is effective; it is time consuming and will negatively impact the Vendors ability to meet the call length requirements.
See response to question 63 above.

218. [H.5.4, Page 58 and C.1.5, Page 5] Given the overflow facility of the offeror's choice may not reside within the District, meeting the 51% District new employees contract hiring requirement may not be feasible during periods the Vendor is supporting open enrollment call overflow. Would the District consider imposing the requirement solely on the staffing at the 2100MLK facility?
The requirement for District residents applies to facilities within 50 miles of the District.

219. Please clarify if the email address listed under section C. E-mail Address should be dc (dot) .gov and not dc (comma) ,gov as stated in the RFP
You are correct.

220. [C.5.6.8.2, Page 22] Please confirm the only required Key Personnel in the Vendor's response is the Project Manager.
The only required Key Personnel is the Project Manager.

221. [B.2, Page 4, and L.2] Please clarify the requirement for hard copy(s) of the Pricing Proposal:
B.2 - Provide one copy of the price proposal in a separately sealed envelope clearly marked on the outside "Price Proposal" along with Offeror's name.
See response to question 132 above.

(there is no question 222)

223. [cover page, item 9 and L.2.1, Page 73] Please clarify the proposal submittal requirement.
See response to question 132 above.

(there is no question 224)

225. [C.3.1, Page 9] Please confirm 2100MLK has a maximum capacity of 45 total people.
See response to question 89 above.

226. [C.5.8.3.2, Page 30] Can the lessee or owner of a proposed facility or equipment be a subcontractor of the contractor?
Yes.

227. [H.1.1.1, Page 56] Please define "apprentices" and "trainees" in terms of the roles necessary for the operation of the ECC.
See response to question 102 above.

228. [Attachment 2, Security and Compliance With Laws] Please define "Connector"
See response to question 200 above.

229. [Attachment 2, Business Continuity] What "Data Elements" are required in the incident occurrence notification?
The data elements would be based on the particular SLA which is being reported on.

230. [Attachment 2, Business Continuity] Please define "Connector".
See response to question 200 above.

231. [C.5.8.2.3, Page 29] Please confirm this is a deliverable that is due after contract award: "Contractor shall also submit a floor plan that addresses building security."
See response to question 91 above.

232. [C.4.3.2, Page 13] Will the telephony provided by the Authority also expand to accommodate the overflow call center, such as the IVR, call routing, workflow management, etc?
Yes.

233. [C.4.4.1, Page 14] Is the integration referenced in this section required for the main and the overflow call center, or just the overflow call center?
The primary, or main, and the overflow.

234. [C.4.5, Page 14] What types of systems is the Authority anticipating the vendor to provide / own that will need to integrate with Authority-owned systems?
Offerors should include an approach to this question in their responses.

235. [C.4.9, Page 15] Are Vendors required to submit a complete Disaster Recovery Plan with their proposal submission?
Offerors are required to submit an illustrative Disaster Recovery Plan per the RFP.

236. [C.5.1.1.3, Page 16 and I.4, Page 65] Please confirm if the ECC must be operational within 50 calendars day (as defined by I.4) or 50 business days (as defined by C.5.1.1.1) of contract award.
It is 50 calendar days.

237. [C.5.4.6, Page 20] Is the Vendor expected to develop, create and/or produce fulfillment materials (i.e. Exchange brochures)?
No.

238. [C.5.4.6, Page 20] Is the Vendor expected to provide mailroom supplies such as envelopes, etc.?
No.

239. [C.5.4.6.1, Page 20] What are the anticipated mailing facility volumes for outbound and inbound written letters and faxes?
The Authority does not have an estimate.

240. [C.5.4.6.1, Page 20] Please confirm if the mailroom equipment will be provided by the Authority?
Yes.

241. [C.5.4.6, Page 20] Will incoming forms / correspondence be imaged? If yes, will the Vendor need to provide imaging hardware / software, and a document management solution?
See response to question 11 above.

242. [C.5.4.6, Page 20] What is the retention/archiving requirements for written correspondence?
Bidders should include an approach to this question in their responses.

243. [C.5.4.5.1, Page 20] When calling after operating hours, what self-service options will callers have?
During calendar year 2013, no self-service options will be available. As of January 2014, self-service options will be developed based on system capabilities and Exchange Contact Center experience of calls.

244. [C.5.8.7, Page 31] Please provide the estimated number of test cases for integrated and user acceptance testing, as well as the testing timeframes, so Vendors can estimate the number of staff needed to support this effort.
Test cases and scenarios will be determined at a later time.

245. [C.5.8.10, Page 32] Does the IVR possess any self-service capabilities for callers?
See response to question 149 above.

246. [C.2.2.4, Page 7] Do the estimated volumes included in this section include Open Enrollment estimates?
Yes.

247. [C.3.1, Page 9] Does the Authority-provided facility include other infrastructure required for the ECC, such as offices, training and conference rooms, and break rooms? Are these rooms set up (tables and chairs, projectors, etc.) for ECC use?
The ECC is designed to accommodate (2) Manager offices, (1)break room, (1) conference room, and table and chairs are designated in the spaces for occupancy.

248. [C.3.1, Page 9] Is there parking available at the Authority-provided facility?
A limited amount of on-site parking is available.

249. [C.3.1, Page 9] Will the ECC be co-located in the 2100MLK facility with other contact centers, or will the ECC have a dedicated, separate space?
The ECC will be co-located with the District's Department of Human Services Contact Center.

250. [C.3.1, Page 9] What types of security systems (i.e. video cameras, alarms, locked closets, access card entry…) are in place at the 2100MLK facility?
The facility has a total of (4) Security Guards and metal detectors present on-site

251. [C.3.1, Page 9] Is the 2100MLK facility expected to be ready for the Vendor's full use immediately upon contract award?
Yes.

252. [C.3.1, Page 9] Is the 2100MLK facility equipped with cubical, desks, office chairs and other office equipment?
Yes.

253. [C.3.1, Page 9] Can the Authority provide a floor plan for the 2100MLK facility?
See response to question 16 above.

254. [Attachment 2, Telephone Inquiries] Is the Maximum CSR Occupancy a required performance metric for this contract?
Yes.

255. [Attachment 2, Telephone Inquiries] Please provide an example of how the unhandled calls performance metric will be calculated.
See response to question 192 above.

256. [Attachment 2, Telephone Inquiries] Would the Authority consider monthly performance metrics for ASA, Unhandled Calls, and AHT standards?
No. We may consider revisions after an appropriate period of performance.

257. [Attachment 4] Please confirm that the CRM provided by the Authority will have the ability to track the following data elements required in this section:
- Number of tickets opened
- Number of tickets resolved
- Number of tickets re-opened
- Fulfillment requests
- Ticket aging
- Web portal contacts
Yes.

258. [Attachment 4] Is the Authority expecting the Vendor to provide Tier 1, 2, and 3 staff? If yes, what percentage of staff should be assigned to each Tier? Can descriptions of each Tier's role be provided by the Authority?
See response to question 110 above.

259. [C.4.3.2, Page 13; C.5.8.2.2, Page 29; C.5.8.3.2, Page 30] Could the District reconcile the multiple descriptions in the RFP (i.e. C.4.3.2, C.5.8.2.2, C.5.8.3.2) describing the set of call center technologies that must be procured and implemented in the Overflow Facility. It would help offerors respond more completely and accurately if the Authority could specify what call center technologies and tools the overflow facility needs to have separately and distinctly implemented from the primary facility, and which components from the primary facility can and should be leveraged.
The intent of the Authority is to provide phone stations, (Soft or Hard) and the appropriate access to the call center technologies.

260. [C.4.2.1, Page 12] Will the authority make the primary location/Authority provided technology stack available to the overflow facility?

Yes. DC-Net currently supports SIP based trunking technology.

261. [Attachment 2, Security and Compliance With Laws] The performance metric for "Security Adherence" requires 100% alignment with CMS Security Requirements, but it is unclear how the percentage alignment of the ECC operations and technologies to the CMS security requirements (such as MARS-E) will be determined. Is there a designated security officer or authorizing official with the authority to assess compliance with this requirement on an ongoing basis, or is the vendor expected to make such determinations and report them to the District?
There is a designated security officer with the Authority who will perform this function.

262. [Attachment 2, Security and Compliance With Laws] The performance metric for "Security Certification" requires 100% maintenance of security certifications maintained by the "connector." We assume the District meant "contractor" where it wrote "connector"; if so, can the District explain how initial certification will be established and how ongoing certification maintenance is determined? Is there a designated security officer or authorizing official with the authority to assess compliance with this requirement on an ongoing basis, or is the vendor expected to make such determinations and report them to the District?
This is a typo. It should read "Authority," not "Connector." See response to question 261 above.

263. [Attachment 2, Security and Compliance With Laws] The performance metric for "Compliance with State and Federal Laws" requires 100% compliance with all relevant federal, state, and local laws, rules, and regulations. It is unclear how the percentage compliance of the ECC will be determined. Can the District explain what type of initial and ongoing assessments or compliance audits will be performed to establish the level of compliance?
The Authority does not have further information to provide prior to bidder submission.

264. [Attachment 2, Security and Compliance With Laws] All of the damages to be assessed for failure to meet security and compliance performance metrics are assessed on a "per incident" basis. This implies that the District considers an occurrence of a security incident to be evidence of a failure to comply with security requirements or to maintain certification as required. However, even fully compliant systems and environments adhering to all federal, state, and local laws, rules, and regulations still may suffer breaches or other security incidents from known or unanticipated threats. Can the District clarify how it will determine that the contractor is responsible for a security incident that affects the ECC in order to assess liquidated damages?
The Authority does not have further information to provide prior to bidder submission.

265. [Attachment 3, Table 2: Reports] Please clarify if the following two reports are the intended to be the same report:

-Montly Performance Metrics Report 30 days from commencement of operations monthly
-Performance Metrics Reports 30 days from commencement of operations monthly
These are the same report.

266. May Vendors propose optional services to the Authority?
Alternate proposals will not be accepted.

267. [J.2, J.5, J.6, J.7, Page 72] Please advise where the following attachments can be found: J.2, J.5, J.6, J.7
See http://ocp.dc.gov

268. Does the Authority anticipate publishing the list of "in-person pre-proposal conference" attendees?
This list has been published on the Authority's website at dchbx.com

269. [C.8.2.2, Page 42] What is the length of time call recordings are stored?
The Authority does not have further information to provide prior to bidder submission.

270. [C.8.2.2, Page 42] Does the call recording also include screen capture?
No.

271. [C.5.1.1.1, Page 15] Does the Vendor has access to the 2100MLK facility beyond the "standard hours"?
This request can be arranged by upper management on a case-by-case basis.

272. [C.5.1.1.15, Page 17] Please confirm if ISO or COPC 2000 certification is a requirement for the ECC operation.
As stated, either certification is a recommendation but not a requirement.

273. [Section C.1.6] In the event that changes in federal policy including regulations and program guidelines increase the cost of providing services, will the selected contractor be able to renegotiate the contract to receive full reimbursement of these additional cost?
Economic price adjustments will be considered on a case-by-case basis.

274. [Section C.2.2.4] The District anticipates that over 50 percent of the calls received will result in the initiation of eligibility processes but over 90 percent would result in enrollment. What factors -- such as self-enrollment -- are expected to occur that would result in this outcome?   If eligibility is higher than predicted, who will the District address the increased cost for trained caseworkers?
Offerors must determine their best approach to this in their responses.

275. [Section C.4, Page 12] Who is the vendor that developing DCAS?
See response to question 117 above.

276. [Section C.4, Page 12] Will documentation about DCAS be provided to the vendor(s) who are interested to bid on this RFP? If so, then timeframe known or not?
The Authority does not have further information to provide prior to bidder submission.

277. [Section C.4, Page 12] Is vendor who is currently developing DCAS allowed to bod on this RFP?
Yes.

278. [Section Vendor Provided Technologies C.4.3.2, Page 13] Does Authority prefer any location for the overflow call-center and contact center?
Beyond what is stated in the RFP, no.

279. [Vendor Provided Technologies C.4.3.2, Page 13] Does the "overflow" call center need to be located in the District?
No.

280. [Section Vendor Provided Technologies C.4.3.2, Page 13] Any preference for the technology tools the Authority has in mind?
No additional guidance beyond what is in the RFP and its attachments will be provided by the Authority on this matter.

281. [Disaster recovery C.4.9.1] Does an illustrative disaster management plan refer to a plan with another vendor or a plan that was actually implemented?
The disaster management plan should reflect the capacities of the offeror.

282. [Disaster recovery C.4.9.1] If the District is providing the hardware and software for the call center, who is responsible financially for equipping the disaster recovery site?
The vendor.

283. [Section Optional Requirements C.5.1.1.10, Page 16] Any need for Spanish speaking population?
See response to questions 61 and 63 above.

284. [Section Optional Requirements C.5.1.1.10, Page 16] Any needs of having interpreters for the other languages speaking people?
See response to questions 61 and 63 above.

285. [Section Optional Requirements C.5.1.1.5] Does the District expect employees of the call center to receive a training and pass a test certifying them as adequately knowledge to conduct call center operations? This would be similar to the State of Maryland plan.
Yes.

286. [Section Optional Requirements C.5.1.1.5] Could you please address what the process will be regarding complaints related directly to negative actions initiated by District employees rather than call center employees?
Any complaints regarding District employees should be directed to the Contract Administrator.

287. [Section Optional Requirements C.5.1.1.5] Will District staff provide appropriate information on a timely basis to meet the 48-hour rule?
This section does not reference any 48-hour rule.

288. [Section Overflow Facility C.5.8.2.1, Page 29] How far physical location of the overflow facility be from the Primary facility? Or it does not matter.
All relevant guidance is in the RFP.

289. [Section Overflow Facility C.5.8.2.1, Page 29] Does cost-benefit-analysis (CBA) be provided at the time of response submission to this RFP?
See response to question 90 above.

290. [Section Mandatory Subcontracting Requirements H.9.1.2. and 3, Page 61] How insufficiency of qualified small business enterprises is determined?
Vendors seeking a waiver to the small business subcontracting requirement must submit that waiver in writing to the Contract Administrator.

291. [Section Mandatory Subcontracting Requirements H.9.1.2. and 3, Page 61] What are the criteria for being "local"?
Visit the dslbd.dc.gov for information.

292. [B.2, Page 4] For proposed expenses other than labor, such as Other Direct Costs, Materials, Facilities it may not be cost-efficient for the District if these are incorporated into an hourly rate. If these other expenses are included in an hourly rate they will scale proportionately to hours worked which may vary significantly as outlined under C.2.2.4. Would the District allow offerors the option to propose Other Direct Costs, Materials, Facilities as cost-reimbursable items under a separate CLIN to an amended price schedule under RFP section B.2.1?
See response to question 18 above.

293. [C.1.6, Page 5] Understanding that Federal guidance regarding the design, operation and performance metrics of HBXs is still under development, we agree that performance flexibility is inherently part of the contract scope. However, as neither the Authority nor offerors can reasonably project with accuracy what future policy or other changes may be made at the Federal level we believe the above quoted assertion presents significant cost and operational risks to prospective contractors. Will the District provide a contractual mechanism for offerors to price work for scope not included in the RFP at the time of contract award?
Yes.

294. [C.2.2.4, Page 7] Given the language in Section C.2.2.4 above regarding the current state of the Federal ACA law and requirements as related to the District's HBX and the scope of this contract in particular, there may be significant variability in the quantity of resources needed to successfully perform this contract. Indeed, as noted in the above table outlining 3 call center volume scenarios, there is approximately a 300% difference between the low and high volume scenarios. Given the unpredictable nature of the work scope, would the District consider either creating tiered FFP CLINS to establish pricing at different call types and volumes OR consider pricing the first contract year as a CPFF until the scope of work is better defined allowing offerors to propose a realistic FFP that protects both the Authority and the offeror?
See response to question 18 above.

295. [C.5.1.1.1, Page 15] In order to ensure adequate resources are available and priced at a reasonable level, please define what the work-schedule is for extended hours.
See response to question 57 above.

296. [L.2.5] What page limitation would you support for this RFP? Suggest the proposals being no longer that 30 pages excluding table of contents and key person resume(s) using Times New Roman font of 12.
None.

297. [C.5.1.1.1, Page 15] Some of existing contracts have allowances for certain Customer Service Representatives (CSR's) to work from home, would you consider some of the CSR's to work from home as that will help with possible surge requirements, like the extended hours for live calls?
The Authority has this question under consideration. We are still finalizing our security needs based on federal requirements, which prevents us from providing a definitive answer prior to the submission of proposals.

298. Can questions be submitted up to 5 days before the proposal due date of May 15th, 2013?
No; See response to question 133 above.

299. [C.2.2.4] Will biders be allowed to bid pricing for Low, Medium, and high Volume estimates?
See response to question 18 above.

300. [C.2.4.1] Who is the incumbent conractor for DCAS?
There is no incumbent contractor as this is a new Contact Center facility

301. [C.3.1] 2100 Martin Luther King Ave, SE, Washington, DC 20020, is the address of the primary ECC facility. This facility is provided by the Government of the District of Columbia with space for up to 45 vendor-provided ECC Staff. How many of the 45 spaces are ffigured Customer Service Representative seats?
See response to question 89 above.

302. [C.3.16] What are the possible ways the DC-Net can connect to a bidder provided overflow facility which is not Washington DC, but in the vicinity? i.e., VPN, fiber extension, etc.
Offerors must determine their best approach to this in their responses based on the information in the RFP and Attachment 1.

303. [H.9.1.2] What s a satisfactory documentation of the inability to find qualified certifed samll business enterprises?
See response to question 290 above.

304. [Attachment 2, Security and Compliance With Laws] If security accredidation processes are performed resulting in discrepancies with are entered into a program of actions and milestones (POA&M), are these items subject to "Liquidated Damages"?
Yes.

305. Would a cloud based contact center solution be beneficial for overflow call center? This would readily allow overflow call center to be distributed across multiple locations.
The overflow facility will be required to meet all the specifications of the RFP. If a cloud based solution meets these requirements, this will be acceptable in any proposal.

306. There are 45 seats available and only when these are fully utilized to use the overflow call center. Any idea of number of customer service representatives (CSR) at overflow call center?
No.

307. Is the "Auto-dialing customer satisfaction inquiries" a fully automated process or are live CSRs involved?
The Authority does not have further information to provide prior to bidder submission.

308. Could calls requiring TTY/TDD be routed only to the primary physical facility?
Yes.

309. Does the overflow call center require a Workforce Management Systems? Would it not use the District Provided WFM platform to coordinate between sites?
It would use the District-provided WMS

310. What method is employed to extend the overflow calls by the DC-Net contact center technology infrastructure?
Automatic Call Distribution.

311. Does the overflow call center require a CRM or EMR (Electronic Medical Records)? Would it not use the District provided CRM or EMR? Will the CRM provided by the District be accessible at the overflow call center? What data will be provided by the DC-Net contact center technology infrastructure in order for a CRM screen pop?

The CRM will be provided by the District and available to the overflow facility. EMR will not be required. Screen pops will not be available initially.

312. Rather than integrate/interface with the Exchange and DCAS portal in order to avoid duplicate data entry in the Vendor-owned and Authority-owned software solutions, would it be more productive for the overflow CSRs to directly use the Authority-owned software solution? Why not reduce operating costs by having the CSRs directly log into the Exchange and DCAS portal?
Contractors will use the Authority-provided solution.

313. Are US Postal Service and express mail services utilized by only the primary call center?
Mail services will be utilized only by the primary call center.

314. With regard to medical records compliance, what level of functionality is expected in the disaster recovery plan for call center operations?
Bidders should define and scope these as part of their disaster recovery plans.

315. With regard to Hearing Impaired/Speech Impaired, Visually Impaired, Limited English Proficiency (LEP) and Low Literacy, what technical or training solutions are envisioned? Video contact center? (District-provided Language Line addresses LEP callers.)
A video contact center is not envisioned. A combination of conventional telephone, TTY/TDD, email and web-based information are envisioned to serve hearing impaired/speech impaired and visually impaired individuals.

316. With regard to Quality Call Monitoring, what % of calls are to be scored?
A determination has not been made by the Authority.
317. With regard to Quality Call Monitoring, what % of callers are to be surveyed?
A determination has not been made by the Authority.

318. Learning Management System (LMS): What LMS will the Authority be providing for this effort? Will the LMS be the required form of training delivery?
The Authority has not made a final determination on its LMS. For consistency, the LMS will be a required form of training delivery.

319. The RFP lists a number of Exchange-provided technologies, e.g., IVR, ACD, CRM, DCAS, and LMS. Will teams have access to these systems during the proposal phase so that training development and delivery strategies can be adapted accordingly?
No, the Authority will not be making these systems available during the proposal phase.

320. We understand that training requirements (Exchange-specific info) are currently being developed. When can we expect these to be released?
Given the tight time frames and the newness of the Exchange, these requirements will not be fully developed until after the proposal period.

321. Please provide us a complete process description covering the trigger for the process, process flow, hand offs etc. and how the process ends.
The Authority does not have further information to provide prior to bidder submission.

322. Please highlight the expected key process issues and key constraints.
The Authority does not have further information to provide prior to bidder submission.

323. Please provide us the organisation chart displaying the process group in relation to other functions and also list of other groups whom DC-ECC should contact to close the tickets?
The Authority does not have further information to provide prior to bidder submission.

324. Please provide the percentage split of "Low", "Medium" and "High" volume time periods expected within a year.
See question 18 above.

325. Attachment 2-4. Will the expected average handle time (i.e 25 minutes) be the same for all the channels - call, email, chat, Fax and Mail ? If no, please provide different AHTs.
25 minute AHT is for calls only. Other channels besides call, are handled on Page 3 of Attachment 2.

326. Attachment 2-4. Will the expected average handle time (i.e 25 minutes) be the same for different types of tickets - General Assistance, Eligibility, Enrollment & SHOP ? If no, please provide different AHTs
This is the overall AHT for the Contact Center for initial operation. As the Contractor and the Authority gain experience, these SLAs may be refined in future, as is indicated in Attachment 2.

327. Is there formal up-to-date training material available to train a person in process operation?
The Authority does not have further information to provide prior to bidder submission.

328. How would DC want to train the agents (on their processes & policies) at the "overflow faciltiy"? At Infosys location (through trainers from DC) /onsite at DC's location (through "Train the Trainer" model) ?
The Authority does not have further information to provide prior to bidder submission.

329. Please provide the timeline required for DC specific process / policy / DCAS portal training

The Authority does not have further information to provide prior to bidder submission.

330. Is there any Certification requirement before a tech specialist hits the floor?
Yes, however the Authority does not have further information to provide prior to bidder submission.

331. Attachment 2-4. Are the SLAs provided applicable for non-english languages taking District-provided Language Line help too?
Yes.

332. "The ECC must be operational and ready to accept and address all contact channels beginning within 50 days of contract award" - Is this applicable for both DC provided facility & overfolw facility?
Yes.

333. What are the technology requirements? We assume there is no requirement of Computer telephony Integration (CTI); Please confirm.
There is no CTI requirement such as screen pop that the vendor must provide.

334. What Knowledge Base (KB) access will be available? What are the technology requirements to access KB?
The Authority does not have further information to provide prior to bidder submission.

335. Would Direct Inward Dialing(DID) numbers be required to reach the supervisor / TL directly ?
Yes

336. What data bandwidth per seat would be required to access applications or tools?
To be determined at a later time. Vendor can discuss basic bandwidth assumptions in the response.

337. Please provide the location of the data centers (primary/Disaster Recovery(DR)) where DC application servers/data sources are located.
The Authority does not have further information to provide prior to offeror submission.

338. Do all calls need to be recorded? We generally follow 100% voice recording & 25% screen recording for monitoring the agent performance; would this be fine with DC?
All calls must be recorded. The Authority will assume the responsibility and cost for the infrastructure to record calls.

339. Does vendor need to provide Toll Free number and voice T1s or will DC procure them and terminate the voice T1s on our US Gateways?
The Authority will procure them.

340. Please provide the volume split between different channels (i.e) call, email, chat, Fax and Mail
The Authority does not have an estimate.

341. Please provide the volume split between different languages (i.e) English, Spanish & Amharic
The Authority does not have an estimate to provide prior to submission.

342. Please provide the expected monthly outgoing volume data for each of the language and channel
The Authority does not have an estimate.

343. Please provide the expected intra day volume arrival pattern for all the languages & channels
The Authority does not have an estimate.

344. How is forecasting for volume done? Forecasted locked volume would be required 3 months in advance, for us to budget for the volume change.
Offerors may want to include an approach to this question in their responses. The Authority does not have an estimate.

345. Are there any seasonal fluctuations in the volume? If yes please provide more information about the same
Open enrollment in the first year of operation will be Oct. 1, 2013-Mar. 31, 2014. Otherwise we do not have seasonal information as this is a new government function.

346. Price Schedule. Please clarify what does "Special Services – non-MAGI Determination" refer to.
See C.13 page 46

348. C.5.8.8.3 Contractor shall provide necessary premise-based network-communications equipment required to connect contractor's overflow facilities to a telecommunication's carrier network. This includes, but is not limited to, LAN, firewalls, hubs, patch panels, and necessary cabling.

Our understanding is that the WAN connectivity between Over flow facility and District/DC_NET would be provided by District/DC_NET ?
No.