



**REQUEST FOR PROPOSALS # 33701-10042  
AMENDMENT #3  
Call Center and Customer Support Services**

**DATE: May 13, 2022**

**RFP # 33701-10042 IS AMENDED AS FOLLOWS:**

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		April 14, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	April 20, 2022
3. Pre-response Conference	10:00 a.m.	April 21, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	April 22, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	April 27, 2022
6. State Response to Written "Questions & Comments"		May 13, 2022
7. Response Deadline	2:00 p.m.	May 23, 2022
8. State Completion of Technical Response Evaluations		June 3, 2022
9. State Opening & Scoring of Cost Proposals	9:00 a.m.	June 6, 2022
10. Cost Negotiations (Optional)		June 6 – 9, 2022
11. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	June 13, 2022
12. End of Open File Period		June 20, 2022
13. State sends contract to Contractor for signature		June 21, 2022
14. Contractor Signature Deadline	2:00 p.m.	June 23, 2022

2. **State responses to questions and comments in the table below amend and clarify this RFP.**

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

Comments, Questions and Answers				
#	RFP Section	Question/Comment	Question Type	Answer
1		Is this a new contract or are there any incumbents?	Incumbent	The current provider, Vaco, has been performing similar services since July 2020 under emergency purchase authority.
2		Who are current incumbents on this contract and how long they have been serving?	Incumbent	See response to question 1.
3		Can we have access to the incumbent's pricing and proposals?	Incumbent	Respondents can request this information via a Public Records Request. <a href="https://www.tn.gov/generalservices/about-dgs/public-records-requests.html">https://www.tn.gov/generalservices/about-dgs/public-records-requests.html</a> .
4		How many vendors do you intend to award for this contract?	Contract	Per RFP Section 5.3, Contract Award Process, the contract resulting from this RFP will be awarded to the best evaluated response.
5		Is there any consideration of adding chatbot software to this project?	Contract	The agency has an in-house chatbot solution.
6		Why has this bid been released at this time?	Contract	The current contract has a term date of June 30, 2022.
7		Please reconfirm the due date for this procurement by providing it in response to answers to questions	Contract	The current response deadline is May 20, 2022.
8		Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	CPO	Per RFP Section 3.1.2, "A Cost Proposal <u>must</u> be recorded on an exact duplicate of the RFP Attachment 6.3., Cost Proposal & Scoring Guide." Additionally, RFP Section 3.1.2.1 states, "A Respondent <u>must only</u> record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide <u>and must NOT record any other rates, amounts, or information.</u> " If a Respondent fails to submit a cost proposal <u>exactly</u> as required, the State may deem the response to be non-responsive and reject it."  The Cost Proposal & Scoring Guide can be found as RFP Attachment 6.3.
9		Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Incumbent	The current vendor has met their contractual obligations to the satisfaction our agency.
10		Has the current contract gone full term?	Incumbent	Yes
11		Have all options to extend the current contract been exercised?	Incumbent	Yes
12		Who is the incumbent, and how long has the incumbent been providing the requested services?	Incumbent	See response to question #1.

13	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Incumbent	Approximately \$1.5 million paid last quarter.
14	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Incumbent	See response to question 3.
15	Is previous experience with any specific customer information systems, phone systems, or software required?	Telephone/IT	The selected vendor will utilize Zendesk the agency's talk, ticketing, and support system. Zendesk is utilized for phone, chat, webform/on-line ticketing, email, helpdesk articles, and reporting. Respondents should include experience with Zendesk or similar services. Also, please include any prior experience and collaboration utilizing client talk/CRM systems to service call center and customer services needs.
16	What is the minimum required total call capacity?	Metric	There is not a minimum required call capacity noted within the proforma contract; however, respondents' proposals should provide previous client experiences with clients adjusting staff to call volumes including scaling staff during a pandemic for similar services. Current staffing levels with our current contract are 150 FTE.
17	What is the minimum simultaneous inbound call capacity?	Metric	See response to question #16.
18	What is the maximum wait time?	Metric	There is not a maximum wait time noted within the contract. Wait times are dependent on staffing levels which will be determined by the agency.
19	What is the maximum hold time?	Metric	Hold time is included in the daily handling time. The Contractor shall comply with the following:  b. Daily Handling Time. Maintain an average call handling time of ten (10) minutes no later than thirty (30) days after answering the first call. This total shall include talk time, hold time, and after call work time, divided by the number of calls answered/handled.
20	What percentage of inbound calls must be answered by a live operator?	Metric	All calls must ultimately be answered by a live operator. Calls are first routed through an IVR.
21	What percentage of calls must be resolved without a transfer, second call, or a return call?	Metric	There is not a requirement for transfer, second call, or return calls in the proforma contract. However, these metrics can be monitored through agency's Zendesk application.

2 2	What is the maximum percentage of calls that can be terminated by the caller without resolution?	Metric	There is not a requirement for terminated calls in the proforma contract. However, these metrics can be monitored through agency's Zendesk application.
2 3	Is there a minimum or maximum number of operators and supervisors?	Staffing	There is not a minimum or maximum. Contractors should include their prior experiences scaling staff to client call volume needs in their proposals. This would include prior history scaling staff to help with an emergency labor surge such as the COV-19 pandemic.
2 4	What are the required language options?	Translation	We do not have the exact metrics for the language options; however, language line will be available through a state contracted vendor. Please see section A.13 of the proforma contract.
2 5	What is the required degree of dedication for the call center?	Staffing	Contractors should detail whether their previous experience include staffing models with 100% staff dedicated to the project or whether they share resources with other clients. In addition, Contractors should include whether Call Center staff may be cross trained on TN specific projects. All work on TN projects must be tracked and billed appropriately.
2 6	What is the required degree of dedication for the operators?	Staffing	Contractors should detail whether their previous experience include staffing models with 100% staff dedicated to the project or whether they share resources with other clients. In addition, contractors should include whether Call Center staff may be cross trained on TN specific projects. All work on TN projects must be tracked and billed appropriately.
2 7	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	Telephone/IT	Callers connect to a pre-recorded IVR menu before routing to a live agent.
2 8	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	Telephone/IT	The agency utilizes Zendesk which records all inbound and outbound calls which are archived indefinitely.
2 9	What are the recording and storage requirements for non-phone communications?	Telephone/IT	Contractors do not have any recording or storage requirements.
3 0	What information is to be included in call logs?	Telephone/IT	Call logs are maintained by the agency and are not a vendor requirement.
3 1	What was your average monthly call volume over the past year?	Metric	69,501 inbound/4,724 outbound for 2022

3 2	What is the current number of seats for operators and supervisors at your existing call center?	Staffing	150 staff and 6 managers
3 3	What is the current average wait time for phone calls?	Metric	4.28 minutes average wait time for main line phone calls in 2022
3 4	What is the current average after-call work time for operators?	Metric	Approximately one minute, there is limited after call work for operators, provided that all information needed is logged during the call.
3 5	Over the past year, what is the percentage of calls received in English versus non-English?	Translation	This metric is not tracked in system; however, the agency estimates that over 99% of calls are English.
3 6	Over the past year, what percentage of calls received were in Spanish?	Translation	This metric is not tracked in system; however, the agency estimates that over 99% of calls are English.
3 7	What time of day, days of the week, or times of the year do calls typically peak?	Metric	<p><b>Expected calls volumes by month, day, and hour</b></p> <p><b>Call percentages by month</b> - January (15%), February (7%), March (6%), April (7%), May (6%), June (7%), July (9%), August (8%), September (8%), October (11%), November (8%), December (10%)</p> <p><b>Call Percentages by Day</b> - Sunday (3%), Monday (24%), Tuesday (22%), Wednesday (19%), Thurs (16%), Friday (14%), Saturday (2%)</p> <p><b>Peak hours</b> - 8:00 am to 11:00 am</p>
3 8	What Ticketing and Tracking system is currently being used?	Telephone/IT	See response to question #15.
3 9	What is the Actual Distribution – through all channels – Bytime of day / volume in each Tickets- Chat- Email- Text- Phone- Data entry-	Metric	<p><b>Monthly Distribution</b></p> <p>Inbound phone- 2022 average 69,501 (68.57%)</p> <p>Outbound phone - 2022 average 4,724 (4.66%)</p> <p>Webform/Ticketing- 2022 average 12,290 (12.12%)</p> <p>Chat- 2022 average 7,979 (7.87%)</p> <p>Email- 2022 average 6,863 (6.77%)</p> <p>Text- Not currently utilizing, but could utilize during a future emergency</p> <p>Data entry - Associated with all types of services</p>
4 0	How many Full Time Employees *currently on the program	Staffing	See response to question #32.
4 1	Is there information that can be shared related to the prior procurement of this work.	Incumbent	The current contract was procured under Delegated Emergency Purchase Authority.

4 2		Is it possible to send or provide a link to the procurement information from the last award of this work?	Incumbent	See response to question #41.
4 3		We note that the solicitation requires submission of reference questionnaires for “two (2) contracts Respondent currently services that are similar in size and scope to the services required.”  Would the State of Tennessee consider relying upon reference questionnaires submitted in response to RFPs for same/similar services so that offerors do not need to add to the workloads of their customers.	CPO	All reference questionnaires need to reflect the current relationship between the Respondent and the customer. Additionally, the reference questionnaire must be on an exact duplicate of the RFP, so a reference from a previous RFP response would not be applicable.
4 4	A.2. Scope	What is the current volume and distribution by hour of all channels: phone Email Chat Support tickets Text msg. Data entry  Does the state have any interest in a self-service portal or General knowledge platform for TN patrons to be able to find the answer to their questions via a Self-Service portal? To reduce call and handle times with a self-service option?	Metric	Please see response to question#39. The agency has an in-house self-service solution.
4 5	A2. Scope	What is the current ticketing/tracking system the state uses? Is the state of TN looking for the Supplier to provide this?	Telephone/IT	See response to question #15.
4 6	A5. Staffing	How many current Full Time Employees are providing this service from state?	Staffing	Staffing decisions are based on team input with the ultimate decision made by an Assistant Commissioner within a Division.
4 7		Will the state pay for agent training hours on an ongoing basis to keep the staffing levels at a desired level to meet service level metrics?	Training	Yes - Based on the agreed upon Training Plan approved by the State.  A.7 Training. The Contractor shall develop, maintain, and administer a comprehensive training program for Contractor staff, which shall be approved by the State. The Contractor developed training and reference materials shall be submitted to the State for review and approval prior to use by the Contractor.
4 8		Does this project have minimum system requirements for contact center agents?	Telephone/IT	Yes - Please reference the security requirements section A.10. Contractors should provide hardware, laptops, headsets and be responsible for the security around

				those devices. Contractors are also responsible for the data security for any subcontractors utilized.
49		Will it be allowed to utilize work from home agents not co located in a single call center facility?	Location	The vendor can utilize remote and home locations however, they shall be in the United States.  See RFP Mandatory Section A.5.  Provide a statement that confirms the Respondent's operations are in the continental United States, and that the Respondent shall employ U.S. Citizens or persons authorized to work in the U.S.
50		Is there a diversity spend percentage goal for this contract? What is the diversity spend goal?	CP O	The diversity section of the RFP can be found in RFP Attachment 6.2 Section B.15. RFP Attachment 6.2 Section B is scored holistically and is worth a total of 20 points.
51		What is the evaluation weight of diversity spend?	CP O	The diversity section of the RFP can be found in RFP Attachment 6.2 Section B.15. RFP Attachment 6.2 Section B is scored holistically and is worth a total of 20 points.
52		How long is the classroom portion of onboard training?	Tr aining	The current classroom portion is approximately one week.
53		How long is the live call portion of onboard training (nesting)?	Tr aining	The nesting period training is approximately one week.
54		Is the expectation that agents are trained in all call types, or will agents be trained to specialize in a select number of call types.	Tr aining	Trained in various call types. Once they finish the classroom and nesting period, they are also mentored for two weeks to help them with questions via Teams.
55		What percentage of the agents need to speak fluent Spanish?	Tr anslation	No required percentage. The agents should be able to meet the call volume which is less than 1%. Vendors should also reference section A.13.  A.13. Accessibility. The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese. If the Contractor utilizes an outside source in providing third party

				telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment.
56		How will the contractor connect to The State's systems? VPN?	Telephone /IT	Zendesk is web-based and accessed via credentialed log-in.
57		What information is required for the credentialing of agent log ins? What is required for candidate approval?	Telephone /IT	All agents must sign an State Acceptable Use Policy, and a cross-check with our Unemployment Claims for agents with overpayments.
58		What is the current average handle time? Does the current average handle time include after-call work?	Metric	AHT is a new metric and is currently being developed/refined to exclude training/onboarding periods. The measurement will not include staff until 30 days after taking their first call. Preliminary assessment indicates approximately 10 minutes. AHT time does include after call work.
59		What is the average aftercall work time?	Metric	Approximately 1 minute.
60		How many agents are currently managing this work today?	Staffing	See response to question #32.
61	General	Is this service currently outsourced or is it in house with the state department of labor?	Incumbent	See response to question #1.
62	General	Who is the incumbent?	Incumbent	See response to question #1.
63	General	How long has the incumbent been providing the requested services?	Incumbent	See response to question #1.
64	General	If applicable, please share the incumbent's cost.	Incumbent	See response to question #13.
65	General	What was the billing by the existing Vendor?	Incumbent	See response to question #13.
66	General	What is the current FTE staffed by the incumbent?	Staffing	See response to question #32.
67	General	What telephony is used by the current Vendor?	Telephone/IT	See response to question #15.
68	General	Can the contractor employ remote staff?	Location	See response to question #49.
69	General	Do you have a file size maximum you can receive?	CPO	The largest file size the State can receive is 20 mb; however, anything over 16 mb we



				recommend the Respondent send in batches.
70	General	Can we use a Zip File tool for email submissions?	CPO	Yes - the Respondent can use a Zip File tool to submit their RFP Response. Please send in accordance with RFP Section 3.2.
71	General	Does the contractor need to get the Background verification for all the staff hired for this engagement?	Staffing	Staffing shall provide staff in alignment with the proforma contract section A.11 Personnel Requirements.
72	A.2	Does the state provide IVR/ACD?	Telephone/IT	Yes - the agency provides the IVR and ACD
73	A.2	What about postal Mail services? does the contractor need to have a mail room?	Mail	Mail Rooms are not a requirement
74	A.2	What is the current average after-call work time for operators?	Metric	See response to question #59
75	A.2	Please provide a historical call volume for weekdays and weekends.	Metric	See responses to questions #31 and #37.
76	A.2	Are you expecting to be open during holidays?	Staffing	Work on holiday can be requested by the Agency based on call volume.
77	A.2	Can you please provide an overview on what telephony, hardware, and software the bidder will provide and what the State will provide?	Telephone/IT	The vendor will provide laptops, headsets, and internet connectivity to access the State's web-based systems. Vendors are responsible for the security on all devices including subcontractors. Please see section A.10.
78	A.2	What are the States designated Ticketing and Tracking systems?	Telephone/IT	See response to question #15.
79	A.2	Call Avg Call Volume per month a) inbound b) Outbound c) chat d) Email e) Text	Metric	See response to question #39.
80	A.2	What is the call Volume after business hours, can the citizens leave voicemail for Call backs?	Metric	177 average inbound calls per day outside business hours in 2022 0 average outbound calls per day outside business hours in 2022 Voicemail is operational only during business hours in 2022
81	A.3	Will the state accept a 100% remote solution or are you requiring physical facility in TN?	Location	See response to question #49.
82	A.4	Is the State providing the telephony solution or is the Vendor to provide?	Telephone/IT	See response to question #15.
83	A.5	Based on the historical Data which month does have high call volumes and what are the numbers? a) inbound b) Outbound c) chat d) Email e) Text	Metric	See responses to questions #37 and #39
84	A.6	How long is the training session provided by the State?	Training	0 average outbound calls per day outside business hours in 2022

8 5	A.6	Does the Contractor need to make own training Material?	Training	Voicemail is operational only during business hours in 2022
8 6	A.7	What is the Avg speed to Answer?	Metric	January 2022 - 2.97 min February 2022 - 3.24 min March 2022- 3.25 min April 2022- 2.75 min
8 7	A.7	The avg Handle time mentioned in RFP is 10 Minutes, what is the current AHT?	Metric	See response to question #58.
8 8	A.13	What percentage of Calls are English vs. non-English? Can we have the Historical data of the last 2 years?	Translati on	See response to questions #24 and #35.
8 9	A.13	Can the Contractor bill the state in case they use 3rd party telephone interpreter services?	Translati on	<p>If the vendor utilizes its own interpreter services, 3rd party interpreter services should be included as part of the rate of cost per agent/manager. However, vendors can utilize the State's translation services. See proforma contract section A.13.</p> <p>A.13. Accessibility. The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. <b>For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese.</b> If the Contractor utilizes an outside source in providing third party telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment.</p>
9 0	A.11.e	Will all the Staff hired by the Contractor to execute this contract need the approval of State before onboarding?	Staffing	Vendors will be responsible for hiring staff in accordance with proforma contract section A.11 Personnel Requirements. The Vendor will not need pre-approval from the State.

91	E.3.a.3	Security Management Certification from the Federal Risk and Authorization Management Program ("FedRAMP"). is it mandatory?	CPO	This is not mandatory because it's not hosted service. The language requiring it has been modified in RFP 33701-10042 Release 2.
92	E.3.a.4	Is penetration Tests and Vulnerability Assessments mandatory?	CPO	Yes - Per Section A.3.a.4, "The Contractor must annually perform Penetration Tests and Vulnerability Assessments against its Processing Environment."
93	3.2.2.1	Can we send the response in a Zip file?	CPO	Yes - the Respondent can use a Zip File tool to submit their RFP Response. Please send in accordance with RFP Section 3.2.
94	NA	Is the current service center in house or outsourced?	Incumbent	See response to question #1.
95	NA	If outsourced, what is the current contract number and where can that be accessed?	Incumbent	See response to question #3.
96	NA	If in-house, do you have staffing details on how many agents support this element of the work	Staffing	We do not have call center agents that provide the same service in-house.
97	NA	What is the average monthly call volume?	Metric	See response to question #31.
98	NA	What is the average handle time for a call, email, chat?	Metric	AHT will apply to calls. AHT will not apply to email and chat. See response to question #58.
99	NA	What is the talk time?	Metric	The amount of time an agent actively interacts with a customer on a call.
100	NA	Current abandoned rate?	Metric	46% abandonment rate
101	NA	Are there long calls as a result of an application or other process? If so, how long are these and how many of these call types are there monthly?	Scope	Call Centers will not process/adjudicate claims but could help with filing claims, which is a lengthy process. However, claimants have shorter durations for general questions such as claim status, how to file an appeal, amount of overpayment etc.
102	A.7.	This section mentions maintaining an average handle time of 10 min; however, this does not really state that this is the AHT. The staffing to support this also impacts the handle time. Can you clarify?	Metric	See response to question #58.
103		The questions above are requested in order to accurately estimate the cost requested in section 6.2	Blank	N/A
104	Section 6.2 Sections C.1-9	Can the State provide the historic call volumes by month for the last 3 years?	Metric	See responses to questions #37 and #39

105	Technical Qualifications	Can the State provide the historic Average Handle Time by month for the last 3 years?	Metric	See response to question #58.
106	Experience, and Approach	Can the State provide the historic Average Speed of Answer by month for the last 3 years?	Metric	See response to question #86.
107		Can the State provide the historic call volumes by day or week for the last year?	Metric	See responses to questions #31, #37, and #39.
108		Can the State provide the historic call volumes by month and language for the last 3 years?	Metric	See responses to questions #31, #35, #36, #37, and #39.
109		Will the State be providing the Telephony system and if so, what interfaces will the contractor need for this system?	Telephone/IT	The agency utilizes Zendesk, which is a web-based system. No interfaces are needed.
110		Will the State be providing the Telephone circuits and if so, what lead time does the contractor need to plan on for the circuits to be established to the contractor's site?	Telephone/IT	See response to question #15.
111		Will the State be providing an IVR system?	Telephone/IT	Yes
112		If the State is providing the IVR system, does the contractor need to plan for any upkeep or programing for that IVR?	Telephone/IT	Upkeep and programming of the IVR will not be a required service from the contractor.
113		Can the State provide the call scripts used for the current contract?	Training	In the respondents' proposal, the Contractor should provide similar experiences developing training programs with prior clients to ensure compliance within section A.7 Training of the proforma contract. This should include examples of collaborating with clients on call center scripts.  Proforma Contract A.7. Training. The Contractor shall develop, maintain, and administer a comprehensive training program for Contractor staff, which shall be approved by the State. The Contractor developed training and reference materials shall be submitted to the State for review and approval prior to use by the Contractor.

1 1 4		Will the State allow full time Work at Home employees on this contract?	Locatio n	See response to question #49.
1 1 5		Please confirm there are no requirements for contractor employees to work within the State of Tennessee, only within the continental US?	Locatio n	See response to question #49.
1 1 6		Can the State provide the current staffing levels and roles performing this work in 2022?	Staffing	See response to question #32.
1 1 7	Section 6.2 Section C9	In the RFP Attachment 6.2 it appears that the C.9 Section C item might be cut off. The current version states: "Provide a narrative that illustrates the Respondent's approach to safeguarding". It would appear that there would be more to complete that sentence for the C.9 item. Can the State please update the RFP to show rest of that sentence?	CPO	The State reviewed RFP Attachment 6.2 Section C.9. The sentence is complete at the top of the next page.
1 1 8		Is it possible to send or provide a link to the procurement information from the last award of this work?	Incumb ent	See answered to question #41.
1 1 9	Section 6.4	Pertaining to Questionnaires: Would the State consider using previously submitted questionnaires if used for similar services/solicitations within a specific timeframe? (i.e. COVID Call Center, TN Member Medical Appeals, etc.)	CPO	All reference questionnaires need to reflect the current relationship between the Respondent and the customer. Additionally, the reference questionnaire must be on an exact duplicate of the RFP, so a reference from a previous RFP response would not be applicable.
1 2 0	Genera l	Please provide the anticipated date for Go-Live (when the Contractor will begin taking calls).	Contract	Tentative contract effective date is scheduled for July 1st, 2022
1 2 1	Genera l	How many employees are currently assigned to this contract on behalf of the incumbent Contractor?	Staffing	See response to question #32.
1 2 2	Genera l	Please provide inbound call volumes by month for the last year. Include by hour and by day if available.	Metric	See responses to questions #31, #37, and #39.
1 2 3	Genera l	Please provide outbound call volumes by month for the last year.	Metric	See responses to questions #31, #37, and #39.
1 2 4	Genera l	Please provide the average handle time.	Metric	See response to question #58.
1 2 5	Genera l	Please provide monthly volumes and descriptions of any other work that will be expected of the contractor (i.e., data entry, etc.).	Metric	See responses to questions #31, #37, and #39.

1 2 6	General	Please confirm outbound mailings are not within the scope of this contract.	Mail	Outbound mailings are not a requirement.
1 2 7	General	May a work from home model be used, as long as all work is performed within the continental United States?	Location	See response to question #49.
1 2 8	General	Are there any location restrictions for either the agents or the call center?	Location	See response to question #49.
1 2 9	General	Can the State provide more detail to further define the scope of work considered for <i>Tier1</i> (filing UI claim, taking weekly certifications, etc.)?	Scope	<p>Training materials are developed for numerous call types. For detail concerning the different Divisions at Labor see the links below. Respondents should include any similar experience to the links below in their proposals.</p> <p>Please see the link for all Divisions.  <a href="https://www.tn.gov/workforce/divisions.html">https://www.tn.gov/workforce/divisions.html</a></p> <p>Please see the link for further explanation of the Unemployment Division.  <a href="https://www.tn.gov/workforce/divisions/employmentsecurity.html">https://www.tn.gov/workforce/divisions/employmentsecurity.html</a></p>
1 3 0	General	While not mentioned in the pro-forma contract, will there be any document handling (Fax, Mail, etc.) at any point included in the Scope of Work for this project?	Scope	Electronic documents can be uploaded by staff.
1 3 1	Statement of Procurement Purpose, 1.1	Is there a requirement for the supplier to provide as part of an “agile, scalable customer service solution” a functioning phone system and Customer Relationship Management (CRM) system?	Telephone/IT	See response to question #15.
1 3 2	Statement of Procurement Purpose, 1.1	Can the State provide more detail to further define the scope of work considered for <i>Tier1</i> (filing UI claim, taking weekly certifications, etc.)?	Scope	See response to question #129.
1 3 3	Statement of Procurement Purpose, 1.1	Please further define <i>basic problem resolution vs a more complex issue</i> .	Scope	See response to question #101.
1 3 4	Cost Proposal	Will the Contractor be paid the per worked hour rate for the time that agents spend in training?	Training	See response to question #47.

1 3 5	Pro Forma Contra ct, A.2	Please provide more details concerning the functionality of the State's designated ticketing and tracking system.	Teleph one/IT	See response to question #15.
1 3 6	Pro Forma Contra ct, A.2	Can the State provide screenshots of the ticketing and tracking system?	Teleph one/IT	<a href="https://lwdsupport.tn.gov/hc/en-us/requests/new?ticket_form_id=135978#new_request">https://lwdsupport.tn.gov/hc/en-us/requests/new?ticket_form_id=135978#new_request</a>
1 3 7	Pro Forma Contra ct, A.2	How will the Contractor access the State's designated ticketing and tracking system?	Teleph one/IT	Zendesk is web-based and accessed via credentialed log-in.
1 3 8	Pro Forma Contra ct, A.2	Will the Contractor's staff maintain a log of calls and call reasons in the State's designated ticketing and tracking system?	Teleph one/IT	See response to question #135.
1 3 9	Pro Forma Contra ct, A.2	Is the Contractor responsible for any license costs associated with the State's ticketing and tracking system?	Teleph one/IT	The Contractor has no fiscal responsibility for licensing costs.
1 4 0	Pro Forma Contra ct, A.2	Will the Contractor need to provide a Customer Relationship Management (CRM) tool to supplement the State's ticketing and tracking system?	Teleph one/IT	See response to question #15.
1 4 1	Pro Forma Contra ct, A.2	<p>Are there any other State provided tools/systems the Contractor will need to use? If so, please explain:</p> <ul style="list-style-type: none"> <li>• When each system is used</li> <li>• If the Contractor is responsible for any license costs associated with the system</li> <li>• The connectivity requirements for each system</li> </ul>	Teleph one/IT	
1 4 2			Teleph one/IT	See response to question #15.
1 4 3			Teleph one/IT	See response to question #139.
1 4 4			Teleph one/IT	See response to question #137
1 4 5	Pro Forma Contra ct, A.2	Please confirm the Contractor is not responsible for processing any applications.	Scope	Based on federal regulations, call agents cannot adjudicate or provide decision on claims.
1 4 6	Pro Forma Contra ct, A.2	Will the State provide scripts for the Contractor?	Training	<p>Yes - As part of the Training in Section A.7 section b of the proforma Contract.</p> <p>Program training curriculum materials as provided by the State shall include, but not be limited to, program rules, eligibility, enrollment, issue/appeals processing, and benefits and services. The State shall provide Contractor with program-specific training materials, call scripts, community resource contact information, and responses to frequently asked questions</p>

				(FAQ) for callers. Educational resources and FAQs will be developed in collaboration with the State and the Contractor. State and/or Contractor shall update information as needed throughout the Term.
147	Pro Forma Contract, A.2	Is TDLWD open to the call center hours of operation and supplier "maximum availability" being set to a <i>standard</i> time and not variable (as referenced in the pro-forma) based on call volumes?	Contract	Contractor hours will need to be flexible based on the Agency's needs. The Agency will provide 14 days written notice to adjust any hours of operation.
148	Pro Forma Contract, A.2	Please give an example of <i>adequate documentation of all calls</i> .	Scope	Adequate documentation will be developed and collaborated during the Training phase with the State and the Contractor.
149	Pro Forma Contract, A.3	Is there any requirement for supplier's staff to work from a specific location (asked another way, can the supplier's workforce be entirely "remote" and without a location requirement)?	Location	See response to question #49.
150	Pro Forma Contract, A.4	Is the Contractor responsible for providing the telephony system or will it be provided by the State? If it will be provided by the State, please describe all functionality.	Telephony/IT	See response to question #15.
151	Pro Forma Contract, A.4	If the State provides the telephony system, does it include workforce management functionality?	Telephony/IT	Zendesk has the functionality for workforce management and ad hoc reporting. Contractors will be responsible for monitoring staff with Zendesk and collaborating with the State to produced-hoc reports to comply with service level agreements.
152	Pro Forma Contract, A.4	If the State will provide the telephony system, will the Contractor be responsible for any license costs?	Telephony/IT	See response to question #139.
153	Pro Forma Contract, A.4	Is an IVR currently used? If so, please provide the available options for self-service.	Telephony/IT	The IVR options includes options for Claim Benefits, Employer Taxes, and Other Labor. IVR programming is not responsibility of the contractor.
154	Pro Forma Contract, A.4	Please confirm that the provision of IVR/Virtual Agent technology is outside the scope of this contract.	Telephony/IT	IVR/Virtual technology is not the responsibility of the contractor.
155	Pro Forma Contract, A.4	When are outbound calls conducted?	Scope	Outbound calls are tickets entered by the web platform/ticketing system.



1 5 6	Pro Forma Contra ct, A.4	Are blast outbound calls required? If so, when are they conducted?	Scope	Outbound blast are not required.
1 5 7	Pro Forma Contra ct, A.4	What is the average "After Call Work" (ACW) time?	Metric	See response to question #59
1 5 8	Pro Forma Contra ct, A.5	Section A.5 references chat, email, and text messaging services; however, Section A.4 references live voice support. Is the Contractor responsible for providing live chat, email, and text messaging services?	Teleph one/IT	Contractor could utilize all three channels while servicing the customer. In the submitted proposal, the Contractor should provide any experience utilizing client system with live chat, email, and text messages.
1 5 9	Pro Forma Contra ct, A.5	Is the text and email functionality referenced in this section two-way (i.e., not exclusively for outbound notification purposes)?	Teleph one/IT	The State is not currently utilizing the text messaging however, the State could utilize text messaging in the future.
1 6 0	Pro Forma Contra ct, A.5	If the Contractor is responsible for chat, email, and text messaging services, please provide average volumes by month for the last year.	Metric	Chat- Daily average 374 (14%) Email- Daily average 229 (8%) Text- Not currently utilizing, but could utilize during a future emergency
1 6 1	Pro Forma Contra ct, A.5	If the Contractor is responsible for inbound email processing, is the Contractor responsible for uploading a document to a case? If so, does the State's ticketing solution include the functionality so that State staff can be alerted to any case change?	Teleph one/IT	Yes - uploading documents as part of customer requests.  Yes - Zendesk sends email notification as tickets are updated.
1 6 2	Pro Forma Contra ct, A.6	Is there a training environment for the State systems that Contractor agents will be able to use during training?	Training	Currently, the agency does not have a specific learning management system or shadow system where the agents can practice on claims that are not "live claims". We use Microsoft Teams and all its functions extensively in training.
1 6 3	Pro Forma Contra ct, A.6	Please list the format of all training items that will be provided by the State. Are there any training videos that will be provided?	Training	The agency has training videos, modules, various learnings interactive games, hands on experience, instructions, and examples (including watching us work claims and the new hires guiding us in the process). Also, the agency has Link-in learnings videos on Customer Service training.
1 6 4	Pro Forma Contra ct, A.7.b	What has been the historical Call Handling Time (or Average Handle Time – AHT)?	Metric	See response to question #58.
1 6 5	Pro Forma Contra ct, A.7.b	Is the SLA of 10 mins Average Handle/Call Time a <i>final</i> expectation given the additional requirements that would be included for more complex calls?	Metric	See response to question #102.

1 6 6	Pro Forma Contract, A.8	It's mentioned that there is a section A8 that includes the performance standards, but this RFP does not list section A8. Please provide that section.	CPO	This typo has been corrected in RFP 33701-10042 Release 2.
1 6 7	Pro Forma Contract, A.9	Will the State provide the system/tools for Quality Assurance? If so, what system/tools will be used?	Contract	The Agency will be relying on the Contractor to be the subject matter experts and monitor their staff. This includes developing a Quality Assurance Plan to be approved by the State to comply with section A.9 of the proforma contract.
1 6 8	Pro Forma Contract, A.11	Please confirm staff are not required to be dedicated to the contract.	Staffing	Staff should be dedicated to the contract to meet call volumes, service level agreements, and deliverables.  Contractors should detail whether their previous experience include staffing models with 100% staff dedicated to the project or whether they share resources with others clients. In addition, contractors should include whether Call Center staff may be cross-trained on TN specific projects. All work on TN projects must be tracked and billed appropriately.
1 6 9	Attach ment B	Please explain the instances where the Contractor will be required to work with FTI.	CPO	The Contractor will not have any access to FTI
1 7 0	Sample Contract – Section A (Page 37)	We noticed section A.8 and A.12 are missing from the Sample Contract in the RFP. Can we assume this is an error? If not, can the State provide those sections to bidders?	CPO	This typo has been corrected in RFP 33701-10042 Release 2.
1 7 1	Sample Contract – Section A (Page 36)	Section A.5 on page 36 of the RFP appears to be duplicated from the Sample Contract. Please confirm if this was in error or if one of these sections is missing information. If missing information, please provide to bidders.	CPO	This typo has been corrected in RFP 33701-10042 Release 2.
1 7 2	Sample Contract – Section A (Page 36)	Regarding the Sample Contract, Section A.5 Staffing, can the State identify current staffing levels?	Staffing	See response to question #32.
1 7 3	Sample Contract – Section A (Page 36)	Regarding the Sample Contract Section A.5, what are the current vendors using for staffing?	Staffing	See response to question #1.
1 7 4	Sample Contract (Page 40)	Per the Sample Contract, how many hours has the State compensated third parties in the past for the same services?	Staffing	That information is not readily available. However, the agency paid \$1.5 million last quarter for similar services.
1 7 5	RFP Attachm ent 6.2 - Section	Per RFP Attachment 6.2 Section D, what are the volume of calls that the State will anticipate for the Contractor to provide services for this contract (both inbound and outbound)?	Metric	See responses to questions #31, #37, and #39.

	D (Page 27)			
176	Sample Contract – Section A	Section A.2, does the State have additional details on the specific programs this call center will support?	Scope	<p>Training materials are developed for numerous call types. For detail concerning the different Divisions at Labor see the links below. Respondents should include any similar experience to the links below in their proposals.</p> <p>Please see the link for all Divisions. <a href="https://www.tn.gov/workforce/divisions.html">https://www.tn.gov/workforce/divisions.html</a></p> <p>Please see the link for further explanation of the Unemployment Division. <a href="https://www.tn.gov/workforce/divisions/employmentsecurity.html">https://www.tn.gov/workforce/divisions/employmentsecurity.html</a></p>
177	General	Will the State accept a 100% work from home solution or are you requiring physical facility in Tennessee?	Location	See response to question #49.
178	Sample Contract – Section A	Section A.2, are you expecting to be open during Holidays?	Staffing	See response to question #76.
179	General	Section E.3, can you please provide an overview on what telephony, hardware and software the bidder will provide and what the State will provide?	Telephone/IT	See response to question #77.
180		While the Evaluation Factor in the Cost Proposal is for evaluation purposes only, and is not to be construed as volume, is the Evaluation Cost expected to be within the expected fee range of \$10M-\$20M over 5 years?	Contract	The max liability range is \$20M - \$30M and the cost will be evaluated against other proposals as explained in the Pre-Response Meeting. Yes-the expectation is to be below the max liability range.
181		Will the vendor utilize their own phone system/IVR, ticketing system, etc., or will they be utilizing the states systems? If so, which technologies and/or systems are utilized?	Telephone/IT	See response to question #15 and #112.
182		Does the state utilize a 3rd party company for translation services, or are they state employees? If the former, what company is utilized?	Translation	The current contract provider is Avanza.
183		Does the vendor need to have a physical call center facility in TN, or is company presence sufficient?	Location	See response to question #49.
184		Will the call center adhere to a holiday schedule, if so, which holidays?	Staffing	See response to question #76.

1 8 5		Please provide additional details on scope of services. What type of Tier 1 or Tier 2 questions/support will the agents be providing for Unemployment claims, works compensation, workforce services. etc.?	Scope	<p>Training materials are developed for numerous call types. For detail concerning the different Divisions at Labor see the links below. Respondents should include any similar experience to the links below in their proposals.</p> <p>Please see the link for all Divisions.  <a href="https://www.tn.gov/workforce/divisions.html">https://www.tn.gov/workforce/divisions.html</a></p> <p>Please see the link for further explanation of the Unemployment Division.  <a href="https://www.tn.gov/workforce/divisions/employmentsecurity.html">https://www.tn.gov/workforce/divisions/employmentsecurity.html</a></p>
1 8 6	Section 6.2 Sections C.1-9	Can the State provide the historic call volumes by month for the last 3 years?	Duplicate	
1 8 7	Technical Qualifications	Can the State provide the historic Average Handle Time by month for the last 3 years?	Duplicate	
1 8 8	Experience, and Approach	Can the State provide the historic Average Speed of Answer by month for the last 3 years?	Duplicate	
1 8 9		Can the State provide the historic call volumes by day or week for the last year?	Duplicate	
1 9 0		Can the State provide the historic call volumes by month and language for the last 3 years?	Duplicate	
1 9 1		Will the State be providing the Telephony system and if so, what interfaces will the contractor need for this system?	Duplicate	
1 9 2		Will the State be providing the Telephone circuits and if so, what lead time does the contractor need to plan on for the circuits to be established to the contractor's site?	Duplicate	
1 9 3		Will the State be providing an IVR system?	Duplicate	

1 9 4		If the State is providing the IVR system, does the contractor need to plan for any upkeep or programing for that IVR?	Duplicate	
1 9 5		Can the State provide the call scripts used for the current contract?	Duplicate	
1 9 6		Will the State allow full time Work at Home employees on this contract?	Duplicate	
1 9 7		Please confirm there are no requirements for contractor employees to work within the State of Tennessee, only within the continental US?	Duplicate	
1 9 8		Can the State provide the current staffing levels and roles performing this work in 2022?	Duplicate	
1 9 9	Section 6.2 Section C9	In the RFP Attachment 6.2 it appears that the C.9 Section C item might be cut off. The current version states: "Provide a narrative that illustrates the Respondent's approach to safeguarding". It would appear that there would be more to complete that sentence for the C.9 item. Can the State please update the RFP to show rest of that sentence?	Duplicate	
2 0 0		Is it possible to send or provide a link to the procurement information from the last award of this work.	Duplicate	
2 0 1	Section 6.4	Pertaining to Questionnaires: Would the State consider using previously submitted questionnaires if used for similar services/solicitations within a specific timeframe? (i.e. COVID Call Center, TN Member Medical Appeals, etc.)	Duplicate	
2 0 2		Can the State confirm the expected volume of calls?	Metric	See responses to questions #31, #37, and #39.
2 0 3		Can the State confirm who would provide the IVR, CRM, WFM and other associated technology with this procurement?	Telephone/IT	See response to question #15 and #112. Contractors will be responsible for monitoring staff with Zendesk and collaborating with the State to produced-hoc reports to comply with service level agreements.
2 0 4		What is the anticipated length of training?	Training	See responses to questions #52, #53, and #54

205		Who will provide the toll-free number?	Telephone/IT	The State provides the toll-free number.
206		Who will pay for long distance?	Telephone/IT	The State provides the long-distance services.
207	Attachment 6.2 Section C.6	Any preferred locations in the US and Is Work at Home an option for this work?	Location	See response to question #49.
208	Attachment 6.2 Section D (Pricing)	Can you please define a worked hour (Staffed Hour, Productive Hour etc.) What is billable?	Staffing	Worked hour would be actual hours dedicated to the project.
209	Attachment 6.2 Section D (Pricing)	What are Hours of Operations?	Contract	See section A.2 of the proforma contract, Overview.
210	Attachment 6.2 Section D (Pricing)	Please provide Training Length (Including Classroom and Nesting)?	Training	See responses to questions #52, #53, and #54
211	Attachment 6.2 Section D (Pricing)	Is agent training billable? And at the same "Per worked Hour" rate?	Training	Yes - The training rate should be provided by respondents in section D of RFP Attachment 6.3.
212	Attachment 6.2 Section D (Pricing)	Language Requirements and percentage mix.	Translation	See response to questions #24 and #35.
213	Attachment 6.2 Section D (Pricing)	Will Client carry traffic on their switch and cover telco costs?	Telephone/IT	No - the State covers telephone costs.
214	Attachment 6.2 Section	Any non-standard management/staffing ratio requirements?	Contract	There are no requirements for management/staffing ratios. Respondents can include within their proposals the

	D (Pricing)			management/staffing ratio that provides and efficient and effective team.
2 1 5	Attach ment 6.2 Section D (Pricing)	Any non-standard Quality/BI Analytic Requirements?	Contract	<p>Please see section A.9 on Quality Assurance.</p> <p>Quality Assurance. In order to identify gaps in service delivery, data quality, customer service, or information security, the Contractor shall develop, maintain, and administer a State approved, comprehensive, and reportable quality assurance program. The program shall consist of intensive quality assurance of call monitoring and data collecting for required reports, including weekly reporting for the performance standards included in Section A.8 that enables the State to evaluate Contractor staff performance handling of inbound and outbound calls, including compliance with call center scripts for program appeal procedures. The Contractor shall report the collected quality assurance data weekly to the State's designated management in a report format agreed upon by both parties. The Contractor shall correct defects or non-conformities arising from quality assurance monitoring and shall determine the cause of the defect or non-conformity. The Contractor will be notified by the State, in writing, each item that does not meet agreed upon levels. After the State's delivery of the State's written notice, the Contractor shall respond, in writing, within five (5) business days, how future occurrences of the defects or non-conformities were addressed and will be prevented.</p>
2 1 6	Attach ment 6.2 Section D (Pricing)	Does Client require call/screen recordings? If yes, length of time to store?	Telepho ne/IT	See response to question #28.
2 1 7	Attach ment 6.2 Section D (Pricing)	Does Client have any Unique Data Security/Certification Requirements?	Telepho ne/IT	Yes - please reference section A.10 and D.34 concerning data security/certification.

2 1 8	General	Will this involve use of state systems or Ibx systems for the services?	Telephone/IT	See response to questions #15 and #77.
2 1 9	Contract	The contract states under §C.1 that the state will not guaranty any minimum purchase. Will the state guarantee minimum call volumes through appropriate forecasting practices?	CPO	The State will not guarantee any minimum call values or purchases.
2 2 0	Contract	Under §C.3, how and when does the state determine the “satisfactory provision...of services” such that every invoice is not in doubt?	CPO	The agency contact will verify that all invoices are in line with the payment methodology outlined in C.3. The agency contact will also verify that services rendered are accurate for the payment period. See also A.17 Inspection and Acceptance.
2 2 1	Contract	Under §C.5, §C.6 and D.5 the state reserves the right to “accept” or “reject” services without any written standards for doing so; however, once the services are rendered (i.e., phone calls), they cannot be “accepted” or “rejected”. How will the state ensure that it will not use this right to refuse payment?	CPO	If the State accepts conforming services, the State is legally required to pay for said services. The standards for the services are outline in Section A of the Contract.
2 2 2	Contract	§C.8, when read in conjunction with Sections C.3, C.5, C.6 and C.7, permits the state to reject invoices and fees for any reason within its discretion, which means that the vendor invoices will likely violate SOX requirements since they are likely not collectible when issued—how will the state address these concerns?	CPO	Vendor invoices would not be violating SOX requirements
2 2 3	Contract	§E.15 requires the contractor to indemnify the state for intellectual property infringement when the state is the cause of the infringement or where the state violates use terms and license rights, or combines the IP with other IP not provided by the contractor; will the state agree to make such acts of the state an exception to this indemnity?	CPO	E.15 does not require indemnification for IP infringement caused by the State.



2 2 4	Contract	To the extent the state is requiring that contractor use state-controlled IT and telephone systems for the services, will the state do the following: 1) permit the contractor to make an exception to the contractor's warranty (§A.16) caused by the failure of the state systems or mandatory 3rd-party systems; 2) covenant not to dispute charges, services or invoices where service issues are caused by the failure of state or 3rd-party systems; 3) covenant that contractor shall not have any liability under §A.10 (Security Requirements) wherever the state has failed to implement appropriate security controls on any systems provided to the contractor by or on behalf of the State? IF the answer to any of these is "No", will the state confirm that it will enforce the contractual covenants that require the contractor to be liable for failure, negligence or other acts or omissions of the State (insurers will need to know the state's position on this)?	CPO	See Section 5.2.3 of the RFP. The RFP does not require contractors to be liable for the acts or omissions of the State
2 2 5	A.2 and A.5	please clarify the process by which an adjustment request shall be made and the contractor's ability to negotiate such a request/ability to dispute a modification the State deems appropriate.	Contract	The State shall provide written notification within 14 days for any adjustment request.
2 2 6		Please provide current call volumes, and call volume expectations for the project duration.	Metric	See responses to questions #31, #37, and #39.
2 2 7		Please provide the expected number of Agents annually.	Staffing	Current staffing levels are 150 but call volumes continue to decrease. Vendors should include their prior experiences scaling staff to client call volume needs in their proposals.
2 2 8		Will the services provided in this scope of work be 100% remote?	Location	See response to question #49.
2 2 9	A.6	Training: Please provide any prerequisites that must be included in an initial training module. If available, please provide representative samples.	Training	In the respondents proposal, the Contractor should provide similar experiences developing training programs with prior clients to ensure compliance within section A.7 Training of the proforma contract.
2 3 0	A.10	Security Requirements: Please advise as to whether the expected IT infrastructure is being supplied by the State on this project? If none, please confirm such.	Telephone/IT	See response to question #15.

2 3 1	A.16	Warranty: Please provide any examples of nonconformance of the services and/or defects under this agreement that the State presently contemplates.	CPO	Any nonconformance of the services to the terms and conditions of the Contract
2 3 2	A.17	Inspection and Acceptance: Please provide the inspection criteria at issue.	CPO	Inspection criteria is conformance to the terms and conditions of the contract
2 3 3	D.5	Termination: Please advise as to whether the State is amenable to provide contractor an opportunity to exit the project.	CPO	The State declines to add such language.
2 3 4		During the pre-proposal conference it was stated that B.15 is worth 20 points. Please confirm.	CPO	RFP Attachment 6.2 Section B is scored holistically and is worth 20 points in its entirety.
2 3 5		Please identify the State's target percentage of diversity spend for this contract.	CPO	There is no target spend for diversity on this contract.
2 3 6	Statement of Certifications and Assurances	please clarify what documentation the State would accept to demonstrate "evidence of an individual's authority to bind the Respondent."	CPO	If the individual signing is not the Respondent's president of chief executive officer, any documentation that shows the signatory has the authority to sign on behalf of the Respondent will be accepted. The evidence could take many forms, but would need to clearly indicate that the signatory has the authority to bind the Respondent
2 3 7	B.15 (b) Business Relationships:	Please clarify whether the State is seeking details of any current contract or only those with a scope relevant to this opportunity.	CPO	RFP Attachment 6.2 Section B.15 b requests the Respondent to provide information on any contract's the Respondent has with any businesses owned by minorities, women, service disabled veterans, persons with disabilities, and small business enterprises.
2 3 8	C.6:	Please identify the deliverables the State is referencing.	CPO	RFP Attachment 6.2 Section C.6. deliverables is in reference to the scope of services outlined in Section A of RFP Attachment 6.6 Pro Forma contract.
2 3 9	C.1	C.1 Maximum Liability: Please identify the maximum liability amount.	Contract	The maximum liability will be determined by the evaluated value of the highest overall evaluated Respondent's Cost Proposal. Per the procurement purpose, the State expects this value to be in the \$20 - \$30 million range.
2 4 0	1.1.2	1.1.2 please clarify whether the stated maximum liability of \$20-\$30 million is for the full five (5) year term.	Contract	The estimated proforma contract max liability is \$20 million to \$30 million and the max duration is 5 years if optional years are exercised.
2 4 1		Please confirm the call center hours of operation will be 9:00am - 6:30pm CST.	Staffing	Call Center Hours are listed in proforma contract A.2.
2 4 2		Is the call center support on Saturdays and Sundays on an as needed basis or	Staffing	Call center should be available on the weekends and holidays based on call center

		expected for the duration of the contract?		volume. Please include prior experiences working weekends or holidays.
2 4 3	A.13	Please clarify whether the teletype functionality requirement applies to Agents with speech impairments or to inbound/outbound callers with speech impairments.	Contract	Impairments are for inbound/outbound callers not agents.
2 4 4	4.8 Disclosure of Response Contents:	Will the State permit respondents to mark portions of their proposal proprietary and confidential?	CPO	No. Per RFP Section 4.8 all proposals submitted under this RFP are subject to the Tennessee Public Records Act.
2 4 5	E.3.a(3)	Does the FedRAMP certification requirement apply to vendor provided laptops or only to the State's infrastructure?	CPO	FedRAMP certification refers to the hosting environment.
2 4 6	1.1	Can agents work from home?	Location	See response to question #49.
2 4 7	1.1	Can you provide 12 month historical volumes by month and the most recent month's volume by day? If possible, please provide call volume in a typical week broken out by 30 minute intervals.	Metric	See responses to questions #31, #37, and #39.
2 4 8	3.1.1.2	a) May a Respondent use a smaller font size for tables, graphics, headers, footers, captions, etc. as long as text is clearly legible? b) May sample documentation (such as report samples which already have page numbers) use their existing page numbering schema?	CPO	RFP Section 3 states that a 12 point font is required; however, a smaller size font for tables, graphics, headers, etc. can be used if all materials still remain legible.
2 4 9			Blank	
2 5 0	3.2.2 E-mail Submission	Are there any file size limitations for e-mail submission?	CPO	The largest file size the State can receive is 20 mb; however, anything over 16 mb we recommend the Respondent send in batches.
2 5 1	C.1, C.2, C.3	Will the State please provide the section of the RFP where the project schedule for this project is provided or provide as an Amendment?	RFP Attachment 6.2 Section c	Tentative contract effective date is scheduled for July 1st, 2022. Typical training time is 14 days. The Respondent should speak to the project schedule with the contract effective date and training time in mind.
2 5 2	Attachment 6.6 Pro Forma	Does the awarded vendor need to provide any of their own technology such as an IVR, ACD, chat, email, text functionality, CRM, etc. or will the State's systems be utilized?	Telephone/IT	See response to #15 and #112.

	Contract- A.4			
253	Attachment 6.6 Pro Forma Contract	<p>Will the State please confirm the requirements listed in Section A are those Respondents are to address in their proposal response to Section 6.2?</p> <p>Will the State please confirm if other sections of RFP Attachment 6.6 are also requirements that are to be addressed in the proposal response, for example: C.5, D.10, D.20, D.22, D.31, D.32, E.3, and E.10 in response to Section 6.2?</p>	CPO	RFP Attachment 6.2 is the technical response requirements for the RFP. RFP Attachment 6.6. Pro Forma contract is the contract scope of work and all terms and conditions the Respondent is expected to adhere to if awarded.
254	Attachment 6.6 Pro Forma Contract- A.6	Is the awarded vendor paid for time while the agents are in training?	Training	See response to question #47.
255	Attachment 6.6 Pro Forma Contract – Section A.5	The RFP has duplicated the numbering for these two sections in the Pro Forma Contract. Should this numbering be left as is or will the State re-number to correct the duplication?	CPO	This typo has been fixed on RFP 33701-10042 Call Center and Customer Support Services Release 2.
256	Attachment 6.6 – Pro Forma Contract	In the Pro Forma contract there is no section A.8. The numbering has an A.7 and then skips to A.9. Please confirm that the contract is not missing a section A.8. If so, should the current numbering be left as is or will the State re-number to correct the numbering order?	CPO	This typo has been fixed on RFP 33701-10042 Call Center and Customer Support Services Release 2.
257	Attachment 6.6 – Pro Forma Contract	In the Pro Forma contract there is no section A.12. The numbering has an A.11 and then skips to A.13. Please confirm that the contract is not missing a section A.12. If so, should the current numbering be left as is or will the State re-number to correct the numbering order?	CPO	This typo has been fixed on RFP 33701-10042 Call Center and Customer Support Services Release 2.
258	Attachment 6.6 – Pro Forma Contract – Attachment A: Attestation	Section D.10 Prohibition of Illegal Immigrants, Subsection a. mentions Attachment A: Attestation Re Personnel Used in Contract Performance. Must Attachment A: Attestation Re Personnel Used in Contract Performance be signed and included in a Respondent’s proposal? If so, where should this form be included in the proposal?	CPO	Attachment A must be signed by the awarded Respondent upon the Contract signature deadline outline in RFP Section 2 - Schedule of Events.

	ion Re Personn el Used in Contra ct Perform ance			
2 5 9	Section D.5 (Termin ation for Conveni ence)	Will the State agree to add the following or other mutually agreeable language at the end of this Section: Contractor shall be equitably compensated for (i) the unamortized portion of any start-up costs, (ii) any costs associated with terminated Subcontracts or vendor agreements, (iii) any outstanding charges associated with leases or leasehold improvements, and (iv) any other reasonable and necessary wind down costs.	CPO	The State declines to add such language.
2 6 0	RFP D.18. Mandat ory Terms & 6 Conditio ns	To encourage bids and competitive pricing, will the State please consider adding a disclaimer of indirect and consequential damages?	CPO	The State declines to add such language.
2 6 1	Attach ment 6.6 Pro Forma Contra ct – Section E.2	Please confirm that Attachment C Sample Letter of Diversity Commitment pertains only to the selected contractor (post award) and is not required to be submitted with a Respondent’s proposal.	CPO	Contract Attachment C will be completed by the awarded Respondent.
2 6 2	General	Can the State please indicate whether the supplier that is selected for award will be expected to provide its own call center platform and technology infrastructure, or whether an existing State platform will be used?	Telepho ne/IT	See response to question #15.
2 6 3	General	Will only one vendor be selected to provide UI call center support?	CPO	Yes. Per RFP Section 5.3, Contract Award Process, the contract resulting from this RFP will be awarded to the best evaluated response.
2 6 4	General	May a Respondent include a Transmittal Letter with its proposal?	CPO	Yes
2 6 5		What is the anticipated call volume (inbound/outbound)? Can the State provide any historical call volume data?	Metric	See responses to questions #31, #37, and #39.

2 6 6		What is the anticipated email volume? What is the average handle time (AHT) for email? Can the State provide any historical AHT data?	Metric	See response to question #39 and #58. AHT is not a measurement for email.
2 6 7	4.8, Disclosure of Responses	The RFP states that all responses will be open for review by the public. Can the State clarify how access will be provided?	CPO	The RFP Procurement File will be open for public inspection for 7 calendar days following the issue of the notice of intent to award. The files can be requested straight from the Central Procurement Office. Following the open file period, Respondents and the public can request the procurement files via a public records request.
2 6 8		What is the anticipated headcount for this opportunity?	Staffing	Current staffing levels are 150 agents and 6 managers
2 6 9		What is the minimum headcount needed for the contractor to go live?	Staffing	The headcount is dependent on call volume and budget. Current staffing levels are 150 agents and 6 managers. Please include any history with scalability and flexibility with prior clients.
2 7 0		Are there any requirements for employees beyond standard background screening?	Staffing	Vendor shall provide staff in alignment with the proforma contract section A.11 Personnel Requirements.
2 7 1	Contract, A.2	Do the desired hours of operation include holidays?	Staffing	See response to question #76.
2 7 2	Contract, A.3	Can the contractor's employees work remotely/from home?	Location	See response to question #49.
2 7 3		Describe the State's key performance indicators (e.g., average speed of answer (ASA), abandon rate, quality, etc.). How will performance be measured?	Contract	See section A.7. Service Level Performance Standard within the proforma contract.  Service Level Performance Standards. The contractor shall provide sufficient staff for live answering services during operational hours specified in A.2. to meet the following performance standards. The Contractor shall comply with the following:  a. Daily Occupancy Rate. Maintain a call occupancy rate for its agents of at least sixty-five (65) percent. The occupancy rate shall be measured by dividing call handle time into paid staff time, excluding any training hours.  b. Daily Handling Time. Maintain an average call handling time of ten (10) minutes no later than thirty (30) days after answering the first call. This total shall include talk time, hold time, and after call work time,

				divided by the number of calls answered/handled.
274	Attachment 6.3	Can the respondent provide a supplemental narrative to the Cost Proposal form?	Contract	The Cost Proposal should include the Customer Agent Costs, Training/Support cost, and Supervisory/IT Associate costs by hour. The hourly rate for these positions is an all-inclusive hourly rate which includes hardware, overhead, indirect costs etc.
275	Contract	Can the State provide an updated pro forma contract, specifically to correct any gaps and/or misnumbering? For example, Section A.9 references performances standards in A.8, but there is no section A.8.	CPO	This typo has been fixed on RFP 33701-10042 Call Center and Customer Support Services Release 2.
276		What is the anticipated task volume (e.g., data entry)? What is the current average task time for processing tasks? Can the State provide any historical volume/task time data?	Metric	See response to question #39 and #58.
277		Are there additional security requirements beyond ensuring secure connectivity?	Telephone/IT	Yes - please reference section A.10 and D.34 concerning data security/certification.
278		Can the State provide a list of systems the contractor will provide? For example, telephony, quality platform, workforce management, etc.	Telephone/IT	See response to question #15 and #112. Contractors will be responsible for monitoring staff with Zendesk and collaborating with the State to produced-hoc reports to comply with service level agreements.
279		What kind of access will the contractor's leaders have to create reporting (e.g., productivity, performance, etc.)?	Telephone/IT	Contractor's will have access to Zendesk for adhoc reporting to monitor performance and productivity with service level agreements.
280		What is the preferred method of connecting with the State's internal business systems (endpoint device virtual private network (VPN) connection, site-to-site VPN, or some other path)?	Telephone/IT	See response to question #137.
281		Do calls have to be recorded? If yes, what is the expected call recording retention time period?	Telephone/IT	See response to question #29.

282		Does the State have a toll-free number (TFN) or other phone number that will be routed to the contractor's telephony platform, or is the contractor expected to provide a TFN?	Telephone/IT	See response to questions #15 and #205.
283		Does the State have an Interactive Voice Response (IVR) system that handles calls and then passes the calls to the contractor's telephony platform when the calls are ready to queue, or will the calls come directly to the contractor's telephony platform?	Telephone/IT	See response to question #27.
284		Does the contractor or the State provide the enterprise Interactive Voice Response (IVR) system to queue calls?	Telephone/IT	See response to question #72.
285		How should calls be handled after business hours? For example, should the Interactive Voice Response (IVR) system play a message with the standard hours of operation, provide the opportunity to leave a message, etc.?	Telephone/IT	See response to question #72.
286		Will agents need a unique telephone number (Direct Inward Dialing (DID)) to leave with customers?	Telephone/IT	No
287		Will agents need to receive voice mail?	Telephone/IT	Yes - Agents can receive voicemail through Zendesk.
288		What is the desired go-live date?	Contract	See response to question #120.
289		What is the estimated timeline for training?	Training	See responses to questions #52, #53, and #54
290		What technology is needed to support the delivery of training content?	Training	Computer, Microsoft teams, access to the employee side of Jobs4TN, employee access to Zendesk, JVPN for access to materials
291	Edison Registration	Is it required to fill out the Direct Deposit form for the Edison Registration prior to us submitting our proposal or can we submit the Direct Deposit form once the bid has been awarded?	CPO	It is not required to fill out the direct deposit form for the Edison registration prior to submitting a response to this RFP.
292	Introduction, Section 1.1.	Please confirm if the Contractor staff will utilize the State's existing contact center technology platform. If not, please confirm that the Contractor does need to provide the contact center technology platform.	Telephone/IT	See response to question #15.
293	Introduction, Section 1.1	What is the State's existing helpdesk ticketing and tracking solution?	Telephone/IT	See response to question #15.



294	RFP Attachment 6.3 (Cost Proposal & Scoring Guide)	Please confirm that "Worked Hour" refers to all payroll hours incurred by Contractor staff as derived from Contractor's timekeeping system. If not, please provide the State's definition of "Worked Hour".	Staffing	Worked hour would be actual time charges tracked in a timesheet that can be allocated and verified by the State. Allocation percentages are unallowable.
295	RFP Attachment 6.3 (Cost Proposal & Scoring Guide)	If Contractor is required to provide contact center technology, how are the one-time and recurring technology costs to be captured in the Cost Proposal? Please confirm if the Cost Proposal template will be modified to account for technology fees if applicable.	Contract	See response to question #274.
296	RFP Attachment 6.3 (Cost Proposal & Scoring Guide)	Please provide guidance on the State's expectations of the roles to be captured within the Training/Support Associates and Management/IT Associates cost item categories. Support resources required to appropriately staff contact center operations, such as Supervisors, Operations Managers, Quality Assurance Specialists, Workforce Management, and Trainers, have differing wage requirements that will need to be properly cared for when blending the resource categories as outlined in the Cost Proposal.	Contract	The State does not have expectations on classifying vendor positions into rates. Respondents should classify all staff into one of the three categories Customer Agent Costs, Training/Support cost, and Supervisory/IT Associate costs. The hourly rate for these positions is an all-inclusive hourly rate which includes hardware, overhead, indirect costs etc.
297	RFP Attachment 6.3 (Cost Proposal & Scoring Guide)	Are Contractors able to include a document outlining pricing inclusions and assumptions to enhance the State's understanding of the Contractor's solution?	CPO	No - Per RFP Section 3.1.2.1 - "A Respondent must only record the proposed cost exactly as required by the RFP Attachment 6.3., Cost Proposal & Scoring Guide and must NOT record any other rates, amounts, or information." If a Respondent fails to submit a cost proposal exactly as required, the State may deem the response to be non-responsive and reject it."
298	RFP Attachment 6.6 (Contract), Section A.2	Other than telephone and call recording services, is Contractor required to provide any other software services in support of services?	Telephone/IT	See response to question #77.
299	RFP Attachment	Please provide an overview of the State-provided application stack, such as if virtual desktops are utilized, and what applications	Telephone/IT	See response to questions #15 and #77.

	6.6 (Contract), Section A.2	the State provides to Contractor in support of services?		
300	RFP Attachment 6.6 (Contract), Section A.2	How will Contractor connect to State-provided application services, such as a site-to-site VPN?	Telephone/IT	See response to questions #137.
301	RFP Attachment 6.6 (Contract), Section A.2	Are Contractor-provided email addresses required?	Telephone/IT	Contractor will need to provide email addresses to staff. The State will not provide email addresses.
302	RFP Attachment 6.6 (Contract), Section A.2	Are dual monitors required or recommended?	Telephone/IT	Dual monitors are at the discretion of the contractor.
303	RFP Attachment 6.6 (Contract), Section A.2	What are the minimum Contractor-provided PC specification requirements?	Telephone/IT	Please reference section A.10 and D.34 concerning data security/certification.  <a href="https://support.zendesk.com/hc/en-us/articles/4408893306010-Zendesk-Support-system-requirements">https://support.zendesk.com/hc/en-us/articles/4408893306010-Zendesk-Support-system-requirements</a>
304	RFP Attachment 6.6 (Contract), Section A.2	Please provide 6-8 weeks of arrival pattern data on a 30-minute interval if available for Contractor review.	Metric	See responses to questions #31, #37, and #39.
305	RFP Attachment 6.6 (Contract),	Please describe the State's detailed requirements for telephone services, such as Interactive Voice Response (IVR)/call-flow, self-service, speech recognition, and telecommunications carrier requirements (if applicable)?	Telephone/IT	See response to question #15, #17, and #55.

	Section A.3			
306	RFP Attachment 6.6 (Contract), Section A.5	Does the State have specific experience and/or background check requirements for agents performing the Services, or is the Contractor encouraged to make recommendations based on the detail provided in the solicitation and best practices?	Staffing	Vendor shall provide staff in alignment with the proforma contract section A.11 Personnel Requirements.
307	RFP Attachment 6.6 (Contract), Section A.5	How many agents and support resources are staffed to provide the Services today?	Staffing	See response to question #32.
308	RFP Attachment 6.6 (Contract), Section A.5	Please confirm that agents will provide English only Services and that all other languages will be supported through the use of the State-provided professional translation services.	Translation	See proforma section A.13. Accessibility.  The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese. If the Contractor utilizes an outside source in providing third party telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment.
309	RFP Attachment 6.6 (Contract), Section A.5	Are agents multi-skilled/universally skilled to support all contact channels? If so, which contact channels are blended: <ul style="list-style-type: none"> <li>• Inbound Voice</li> <li>• Outbound Voice</li> <li>• Chat</li> <li>• Email</li> <li>• Text messaging</li> <li>• Data entry</li> <li>• Other</li> </ul>	Metric	Agents can be blended or separated by channel it is dependent on the work volumes and areas of need. Based on request from the State, Contractors have the flexibility to determine how best to achieve results.

310	RFP Attachment 6.6 (Contract), Section A.5	Please provide 12 months' historical volume and Average Handle Time data, broken down by contact type and contact channel (if staff are not universally skilled) to determine seasonality. If available, please provide a 12-month forecast, for each contact type and contact channel (if staff not universally skilled).	Metric	See responses to questions #31, #37, #39, and #58.
311	RFP Attachment 6.6 (Contract), Section A.6	Section A.6 states "The Contractor shall develop, maintain, and administer a comprehensive training program for Contractor staff, which shall be approved by the State. The Contractor developed training and reference materials shall be submitted to the State for review and approval prior to use by the Contractor". Please confirm expectations related to training material/curriculum development. Is the Contractor expected to (1) design, develop, and maintain a new program training curriculum for the State in addition to training Contractor staff; (2) optimize and maintain existing materials in addition to training Contractor staff; or (3) train Contractor staff through the use of Contractor-provided trainers as needed while the State will maintain program training curriculum?	Training	Respondents should include prior experiences collaborating with previous clients on developing training programs. The State is open to different training best practices in compliance with section A.7. Training in the proforma contract.
312	RFP Attachment 6.6 (Contract), Section A.6	Is there a structured, timed training agenda and curriculum for training today? If so, can the agenda be provided for Contractor review? Have existing training materials been designed for virtual facilitation? Are existing and detailed learner and facilitator guides available today? Is there a sandbox or training environment available to be used for training? If yes, can end to end interactions be practiced in these systems?	Training	There is a current knowledge base in place and training materials have been designed for virtual facilitation. The training has created an agenda that we attempt to follow each day. Depending on the size of the class and the speed at which they are catching onto the material the content per day may vary.  The training team has created PowerPoint presentations, modules, quick reference guides, and manuals that are used currently in training. We currently do not have a way for trainees to enter a "shadow" system or learning management system.
313	RFP Attachment 6.6 (Contract), Section A.6	Is there an existing knowledge base in place? Is there an existing learning management system currently in use?	Training	See response to questions #290 and #312.

314	RFP Attachment 6.6 (Contract), Section A.6	What is the duration of agent training as applicable by contact channel? What is the duration of nesting/on-the-job training as applicable by contact channel? Please describe any assessments/gateways for new hire training and nesting/on-the-job training. What are the success measures and graduation requirements for training and nesting/on-the-job training?	Training	There is a current knowledge base in place and training materials have been designed for virtual facilitation. The training has created an agenda that we attempt to follow each day. Depending on the size of the class and the speed at which they are catching onto the material the content per day may vary. However, there is a definite order information needs to be taught. The training team has created PowerPoint presentations, modules, quick reference guides, and manuals that are used currently in training. We currently do not have a way for trainees to enter a "shadow" system or learning management system. That is being worked on currently.
315	RFP Attachment 6.6 (Contract), Section A.6	Please describe the current train the trainer program requirements.	Training	There are no specific train the trainer requirement. Respondents should include prior experiences collaborating with previous clients on developing training programs. The State is open to different training best practices in compliance with section A.7. Training in the proforma contract.
316	RFP Attachment 6.6 (Contract), Section A.6	Please outline any continuing education requirements.	Training	There are no continuing education requirements.
317	RFP Attachment 6.6 (Contract), Section A.7	Please provide the State's target goals and historical performance data for the following (as applicable by contact channel): <ul style="list-style-type: none"> <li>• Inbound Service Level</li> <li>• Turnaround Time</li> <li>• Average Handle Time</li> <li>• Chat concurrency</li> </ul>	Metric	See responses to questions #31, #37, #39, and #58. For Average Handling Time and Occupancy Rate, see A.7. Service Level Agreement in proforma contract
318	RFP Attachment 6.6 (Contract), Section A.11	Does the state have preferred agent to support staff ratios? If so, please provide by resource type. If not, please confirm that the Contractor is encouraged to make recommendations based on best practices.	Staffing	No - Vendors should provide their agent to manager ratios within their proposals.

3 1 9	RFP Attachment 6.6 (Contract), Section E.3	Section E.3 of the Contract states “The Contractor shall maintain a Security Management Certification from the Federal Risk and Authorization Management Program (“FedRAMP”). Does this mean the Contractor shall provide a contact center solution/platform that is FedRAMP authorized? Please confirm if Contractor staff are required to be hosted on a FedRAMP authorized contact center platform.	Telephone/IT	The Contractor will not be hosting data; therefore, FedRAMP is non-applicable.
3 2 0		Who are the current incumbents?	Incumbent	See response to question #1.
3 2 1		What communication channels are currently in use?	Metric	See response to question #39.
3 2 2		Is your environment for communications blended?	Telephone/IT	Zendesk communications channels can be blended or separated based on the work volume and need.
3 2 3		What are the anticipated averages for daily and monthly call volumes?	Metric	See responses to questions #31, #37, #39, and #58.
3 2 4		What percentage of your total call volume is outbound?	Metric	See response to question #39.
3 2 5		Are there any state or federal call restrictions in your operations?	Scope	See response to question #145.
3 2 6		How are calls routed and handled after hours and would a voice mail system need to be provided by the contracting company?	Telephone/IT	Contractor does not have to provide a voicemail system.
3 2 7		How many companies will you be awarding the contract to?	Contract	See response to question #4.
3 2 8	3.1.1.2	While a 12 point font is required for text, can a smaller font be used for tables and exhibits?	CPO	RFP Section 3 states that a 12 point font is required; however, a smaller size font for tables, graphics, headers, etc. can be used if all materials still remain legible.
3 2 9	3.2.2.2	Given that one of the submittal options is via email, what is the limit to the size of the files that the State can receive?	CPO	The largest file size the State can receive is 20 mb; however, anything over 16 mb we recommend the Respondent send in batches.
3 3 0	Attachment 6.6. Pro Forma Contract, A.8	RFP Attachment 6.6. Pro Forma Contract is missing section A.8 and section A.9 references that missing section. Please provide the missing section referenced.	CPO	This typo has been fixed on RFP 33701-10042 Call Center and Customer Support Services Release 2.

331	Attachment 6.6 Pro Forma Contract, E.3.a(3)	Would FedRAMP security certification only be applicable if the contractor is hosting confidential State data? Would equivalent security protocols be sufficient (ISO 27001 or annual engagement by CPA firm for SOC Type II audit)?	CPO	The Contractor will not be hosting data; therefore, FedRAMP is non-applicable. The language in the pro forma has been updated to reflect this change.
332	Attachment 6.6 Pro Forma Contract, E.3.a(3)	Is FedRAMP only applicable to cloud systems the contractor provides? If the contractor is using FedRAMP certified cloud services, is that sufficient to meet the requirements of the contract?	CPO	See response to question #331.
333	Attachment 6.6. Pro Forma Contract, Attachment B Federally Mandated Requirements for Services Contracts with Access to Federal Tax Return Information	Will the scope of this project include contractors accessing federal tax information (FTI) directly from the IRS or an authorized secondary source? It is not clear in the RFP and yet Attachment B to the Pro Forma contract addresses such information.	CPO	Contractor will not have access to FTI
334	N/A	Is there currently an incumbent system already in place providing these Call Center Services to the Tennessee Department of Labor & Workforce Development? If so, will the contractor continue services under the existing system or recommend and implement a phone system resource?	Telephone/IT	See response to question #15 and #72.
335	N/A	Is there any preference given to an in-state Call Center?	Contract	In-state call centers are not a requirement in the contract and will not be given any preference.

3 3 6	1.1	What are the current volumes coming into the call center for calls, emails, chat, and text messages?	Metric	See response to question #39.
3 3 7	1.1	Can you provide the volume by day of the week and hours of the day?	Metric	See responses to questions #31, #37, and #39.
3 3 8	1.1	Is there an existing outsourced supplier providing these services. If yes, who is the supplier?	Incumbent	See response to question #1.
3 3 9	A.7	The RFP states that the vendor is responsible for meeting to performance standards, however, the number of resources and hours appear to be dictated by the State in the RFP. Will the supplier have the opportunity to right-size the staffing based on volumes?	Staffing	Staffing will be in accordance with A.6. Staffing and will be at the State's discretion. Performance standards can be evaluated based on staffing level exceptions and unforeseen volumes.
3 4 0	Attachment 6.2/Section D	Are the hours in the cost table for each resource category based on a 3 year or 5 year term?	CPO	The cost table is based on 5 years.
3 4 1	1.1.	Is the TDLWD anticipating that the selected Contractor will be the sole provider of inbound / outbound telephone support and customer support services, or will the inbound and outbound telephone, email, chat and text inquiries be distributed across multiple teams (multiple Contractors and/or in addition to incumbent TDLWD workforce? (I.e., will all volume be dedicated to single selected Contractor, shared across teams, or primarily "overflow work" given to selected Contractor(s)?'	Telephone/IT	The Contractor will be a dedicated provider across all channels inbound, outbound, email, chat, and text based on the scope of services in the contract.
3 4 2	A.2.	What agent count does the State the request for this service? If no agent count is available, what is the current volume of inquiries and requests that the State expects the Contractor to manage on a daily / weekly / monthly basis, and what is the expected initial average handle time per inquiry? (Contractor acknowledges a 10 minute AHT target after 30 days)	Metric	Current agent staffing is 150 agents and 6 managers. For Average Handling Time and Occupancy Rate, see A.7. Service Level Agreement in proforma contract
3 4 3	A.3.	What location does the State require the service to be delivered from? If fully remote, do all agents need to be residents of Tennessee? If not remote, please specify if Contractor needs to provide hosted service within a managed facility.	Location	See response to question #49.
3 4 4	A.4.	Will the State provide the telephony technology and published phone numbers? If not, does the state anticipate that the provider will include telephony technology	Telephone/IT	See response to questions #15, #56, #72, & #77.



		and toll-free numbers to deliver the services? If so, please provide technical requirements for the telephonic service, including any integration requirements with other platforms.		
3 4 5	A.5. / A.13.	Does the State provide any telephonic teletype communication services for the deaf and hard of hearing, or does the State require the Contractor to provide these services?	Telepho ne/IT	The deaf and hard of hearing can send tickets in by email or live chat.
3 4 6	A.5.	Will the State provide communication platforms and technology to enable chat, email and text messaging with claimants and employers, or does the State require the Contractor to provide these platforms? If so, please provide the technical requirements for these systems including any integration requirements with external technologies.	Telepho ne/IT	See response to questions #15, #56, #72, & #77.
3 4 7	A.5.	What core languages does the State require the Contractor to provide the services in (e.g., English, Spanish, etc.), and in what proportion?	Translati on	See proforma section A.13. Accessibility.  The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese. If the Contractor utilizes an outside source in providing third party telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment.
3 4 8	A.6.	Can the State indicate the relative length of the training (in days) for the program training curriculum provided by the State? In what format will this curriculum be provided in, and has the curriculum been used to deliver prior training (has it been demonstrated and is current?)	Training	See responses to questions #52, #53, #54, and #312.
3 4 9	A.7.	Can the State provide current Service Level adherence for the measures indicated (Occupancy and Handling time)?	Metric	See response to question #58. In addition, Occupancy rate is also a new metric that will

				need be developed with the winning bidder and is not readily available.
3 5 0	A.7.	Regarding Occupancy Rate: Is the State intention to be billed for occupied agent hours or for total worked agent hours (which may be up to 35% above occupied agent hours)?	Metric	Total worked agent hours are billable.
3 5 1	A.7.	Will Occupancy Rate and Daily Handling Time be measured and reported on a daily basis or monthly basis? Occupancy and Daily Handling Time may change from day to day, and should be averaged over a measured monthly period.	Contract	The frequency of the measurement should be included in the weekly report noted in A.9. See Section A.9. Quality Assurance reports will be provided to the State on a weekly basis. Daily, weekly, monthly, quarterly, annual statistics should be provided for average handling time and occupancy rates.
3 5 2	A.7.	From time to time, changes in policy and protocol may require longer handling times or generate differing customer questions / demand that requires additional time to explain and resolve inquiries to claimants and employers. Is the State agreeable to discuss Average Handle Time exceptions based on large-scale changes to policy or protocol if/when necessary?	Metric	Section A.9. Quality Assurance - Allows for correspondence between the State and Contractor to correct any deficiencies or reasons for exceptions. If a new federal or state policy is passed creating longer handle times those exceptions and the reasons for deficiencies will be documented.  Section A.7 Service Level Agreements indicates AHT does not include training times.
3 5 3	A.7.	Does the State anticipate monetary or procedural remedies for Service Level Performance Standard breaches? (i.e., for any months in which services breach one or both Service Level standards, can Contractor recommend improvements based on learned / root cause analysis.	Contract	The are not monetary remedies included in the contract for Service Level Performance breaches. Service level performance will be evaluated on-going through weekly reporting with the State. Section A.9. states, "The Contractor shall correct defects or non-conformities arising from quality assurance monitoring and shall determine the cause of the defect or non-conformity. The Contractor will be notified by the State, in writing, each item that does not meet agreed upon levels. After the State's delivery of the State's written notice, the Contractor shall respond, in writing, within five (5) business days, how future occurrences of the defects or non-conformities were addressed and will be prevented."
3 5 4	A.9.	Does the State provide any quality assurance technology, forms, infrastructure, surveys or survey methods, or is the State requiring the Contractor to deliver these elements? If the State is requiring Contractor to provide, please provide any	Telephone/IT	Contractors will be responsible for the quality assurance report and will have access to data within the Zendesk system to comply with section A.9. in the proforma contract.

		technical requirements for the QA platform (integration with existing systems, etc.).		
3 5 5	A.9.	Does the State require any specific Quality Assurance metric (e.g., 80% adherence out of 100%), or any specific Quality Assurance frequency (e.g., 20% of all recorded interactions, 1 out of every 10 agent interactions, etc.)	Contract	See section A.8 Service Level Performance Standards.  Service Level Performance Standards. The contractor shall provide sufficient staff for live answering services during operational hours specified in A.2. to meet the following performance standards. The Contractor shall comply with the following: a. Daily Occupancy Rate. Maintain a call occupancy rate for its agents of at least sixty-five (65) percent. The occupancy rate shall be measured by dividing call handle time into paid staff time, excluding any training hours. b. Daily Handling Time. Maintain an average call handling time of ten (10) minutes no later than thirty (30) days after answering the first call. This total shall include talk time, hold time, and after call work time, divided by the number of calls answered/handled.
3 5 6	A.10.	Does the State require the Contractor to provide any technology, systems or hardware as part of this service? Examples include: 1) Computers and peripherals (keyboards, monitors, headsets) for use in delivery of services 2) Servers and/or databases for storage or transport of any State-owned or maintained data 3) Systems for recording and storing interactions included in the Scope of Services (phone, chat, email, text, etc.) 4) Platforms for reporting of performance and / or Claimant/Employer interactions, whether real-time (dashboard) or ad-hoc?  If response to any of the examples in the question above is "Yes", please provide detailed system requirements for such technology.	Telepho ne/IT	1)Yes - The vendor will provide laptops, headsets, and internet connectivity to access the State's web-based systems. Vendors are responsible for the security on all devices including subcontractors. Please see section A.10 on the proforma contract for security requirements. 2) No - Contractors will be utilizing State Servers/databases 3) No - Storage is maintained on the State's ZendeskSystem 4)Yes - Zendesk reporting allow the Contractor to develop ad hoc performance reporting. Under A.9 Quality Assurance Proforma Contract, "The Contractor shall report the collected quality assurance data weekly to the State's designated management in a report format agreed upon by both parties.
3 5 7			Blank	

3 5 8	A.10.	What secure connection method will the State provide to the Contractor to utilize when connecting directly to State-provided systems, domains and platform(s)? Examples include VPN, VDI, etc.	Telephone/IT	See response to question #56.
3 5 9	A.11.	Does the State provide technical support of systems provided and hosted by the State for use by the Contractor?	Telephone/IT	Yes - technical support for state systems is supported by the State.
3 6 0	C.3.	If systems, technology, hardware or other costs not related to labor are required in delivery of this service, is the State seeking all costs to be included as part of the listed hourly rate within the C.3. Rate Table?	Contract	Yes - The rate is an all inclusive rate.
3 6 1	C.3.	Contractor will invoice for agents, training, support, QA, supervisory and IT associate hours worked, including training hours (i.e., hours spent creating, delivering and receiving training), scheduled meeting hours (team meetings, QA meetings), and other non-phone related activities which are directly involved in the day-to-day delivery of services. Please indicate the State's acceptance of these as billable hours. If any daily activities are deemed not billable to the State, please specify (e.g., "meeting hours are not billable").	Contract	Yes - the rate is an all inclusive rate.
3 6 2	6.4. Reference Questionnaire	How many Reference Questionnaire responses is the State requiring? The instructions indicate a minimum two (2) comparable contracts be represented by the responses.	CPO	The Respondent is responsible for obtaining references from two (2) contracts that are similar in size and scope to this RFP.
3 6 3		Are historical contact volume and AHT values available for all contact types/workstreams? As stated in the RFP work volumes tend to change; historical volumes and AHT figured would be helpful for sizing of staff.	Metric	See responses to questions #31, #37, #39, and #58.
3 6 4		Faneuil would like to clarify the definition of "call handle time" as defined in the Daily Occupancy Rate KPI. a. Please define elements of Call Handle Time. For example, would this be calculated as: daily total talking seconds + daily total after call/wrap seconds + daily total hold seconds converted into hours? b. Please define Daily Occupancy Rate. For example, the Paid Hours (provided by Faneuil timecard system) divided by the total hours from the Daily Occupancy Rate formula (clarified in the question above)?	Metric	See section A.7 Service Level Agreements for requirements

3 6 5		What is the current average handle time for a call?	Metric	See response to question #58
3 6 6		Can you please provide an estimated AHT per contact type?	Metric	See response to question #58. AHT will be measured for inbound and outbound calls.
3 6 7		Do you experience any seasonality in terms of calls?	Metric	See response to question #37.
3 6 8		What are your typical classroom training durations and nesting lengths for agents?	Training	See responses to questions #52, #53, and #54
3 6 9	Section A.5	Section A.5 states “shall include staffing for customer support tickets, chat, email, text messaging and data entry services” will our mix include inbound calls only and would that change from initial launch to future months?	Contract	Respondents should include in their proposals prior experiences also working in similar environments with customer support tickets, chat, email, text messaging, and data entry services.
3 7 0		What contact type mix is assumed in the 10-minute AHT in Section A.7. Service Level Performance Standards? If chat, email and other media types are added will the contract include an adjustment of the handle time limitation to account for variations in AHT by channel?	Metric	AHT will be measured for inbound and outbound calls
3 7 1	Regarding A.7.b.	Regarding A.7.b. will there be an opportunity to revise the 10-minute AHT target if the client implements policies, marketing, or other changes which will increase the length of calls? Are you open to including language to allow change to the AHT limit if policies or other changes are added in the future which impact AHT?	Metric	See response to question #352.
3 7 2		Are historical intraday volume statistics available for all contact types/workstreams?	Metric	See responses to questions #31, #37, #39, and #58.
3 7 3		Are historical intraday volume statistics available by day of week (to help us understand weekday versus weekend volume distribution)?	Metric	See responses to questions #31, #37, #39, and #58.

374	Service Level Standards section (A.7.a)	<p>The Service Level Standards section (A.7.a) estates: "Daily Occupancy Rate. Maintain a call occupancy rate for its agents of at least sixty-five (65) percent. The occupancy rate shall be measured by dividing call handle time into paid staff time, excluding any training hours." Could TDLWD clarify:</p> <p>a. Are there any Service Level, ASA and/or Call Abandonment targets associated to inbound transactions, if so, could they be provided per call type/workstream as applicable?</p> <p>b. Is there a Service Level threshold applicable to Outbound calls?</p> <p>c. Does this 65% Occupancy rate include Handling Times for Email, Chat and Text interactions?</p> <p>d. Will Faneuil be allowed to cross-train and multi-skill staff to handle more than one workstream at a time?</p>	Metric	<p>a) There are no requirements because staffing levels can have an affect on those targets.</p> <p>B) A.7 - includes talk time, hold time, and after call time. This would apply to inbound and outbound calls.</p> <p>C) Occupancy Rate will apply to calls. The agency will collaborate with the State to develop an accurate adhoc report for this item.</p> <p>D) yes</p>
375		<p>Could TDLWD provide guidance on the approximate proportion of staff, contact volume, or customer population that would need language services (other than English) support by third-party phone interpreter service by workstream?</p>	Translation	<p>The agency estimates that over 99% of calls are English speaking. There are also options to utilize interpreter services from the State see proforma section A.13.</p>
376		<p>Does TDLWD have an issue if specific, limited, workforce management support functions (real time adherence and scheduling) are provided by resources based in Manila, Philippines. These resources would have no access to customer data or CRM information, they would only access call center statistics (# staffed, real time and historical call stats).</p>	Contract	<p>Must be in the continental United States. See response to question #49.</p>
377		<p>Does TDLWD allow a "work from home" model for agents?</p>	Location	<p>See response to question #49.</p>
378		<p>Can employees use their own computers, or will we need to provide?</p>	Telephone/IT	<p>Home computers would increase system vulnerabilities and is not an acceptable method for complying with proforma contract section A.10 System Requirements and D.34 Confidentiality of Records</p>
379		<p>Is there any historical data on call times or is this a completely new program?</p>	Metric	<p>See response to question #58.</p>
380		<p>Does training pay include attrition?</p>	Training	<p>Yes - any training hours applicable to the project.</p>

3 8 1		Are agents who don't graduate billable?	Training	Yes - any training hours applicable to the project.
3 8 2		What is the expected duration of the training program?	Training	See responses to questions #52, #53, and #54
3 8 3		Is there a requirement to hire in Tennessee?	Staffing	There is no requirement to hire in Tennessee. Please see section A.3. Location and section D.10 Prohibition of Illegal Immigrants for restrictions.
3 8 4	B.15	Would a Respondent's use of the Sample Letter of Diversity Commitment (Attachment C) satisfy the requirements of B.15?	CPO	Contract Attachment C will be completed by the awarded Respondent. Attachment C will be the Letter of Diversity Commitment the Awarded Contractor is committing to for this contract.
3 8 5	B.15	If a Respondent is a certified woman business enterprise, would that satisfy the diversity commitment requirement?	CPO	There is no diversity requirement for this RFP and contract; however, being a women owned business will allow moneys spent towards this contract to be counted to any diversity spend goal the agency may have. Yes that would be relevant information to include in response to B.15
3 8 6	Section 1.1 Statement of Procurement Purpose	The RFP States: "Agents will utilize the State's existing helpdesk solution and professional translation services." The Pro Forma Contract states in A.13: Accessibility. The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese. If the Contractor utilizes an outside source in providing third party telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment. "These two statements seem contradictory; please clarify.	CPO	The two statements do not contradict.
3 8 7	Section 3.2.2.2 Email	Is there a file size restriction for proposal submittals via email?	CPO	The largest file size the State can receive is 20 mb; however, anything over 16 mb we

	Submission			recommend the Respondent send in batches.
388	Section 6.2 Cost Proposal & Scoring Guide	The notice section indicates that the evaluation factors of 756,000, 20,160 and 40,320 for the Customer Service Agents, Training/Support Associates and Management/IT Agents should not be constructed as any type of volume guarantee or minimum purchase quantity. Is the State of Tennessee, Department of Labor & Workforce Development able to provide a forecast or historical average of the daily, monthly, annual, call volumes?	Metric	See responses to questions #31, #37, and #39.
389	A.2	The RFP states: ...The contractor shall ensure the call center services are available... This shall represent the Contractor's maximum availability, actual availability will be based on call volumes and subject to the State's direction. The State shall provide at least fourteen (14) days written notice of any adjustment request. Is the State of Tennessee, Department of Labor & Workforce Development able to provide a forecast or historical average of the daily, monthly, annual, call volumes?	Metric	See responses to questions #31, #37, and #39.
390	1.1	The RFP states: Agent will utilize the State's existing helpdesk solution. What is the State's existing helpdesk solution?	Telephone/IT	See response to question #15.
391	Contract A.2	Is the call center open on public holidays?	Staffing	See response to questions #76.
392	Contract A.3	Is it acceptable to the State to have Work From Home agents?	Location	See response to question #49.
393	Introduction	Is this service currently outsourced or is it staffed with State employees or temporary workers?	Staffing	See question #1.
394	Contract A.13	Can the State provide historical call volumes by non-English speakers?	Translation	See response to questions #35 and #36.
395	General	Are call arrival patterns for legacy volume by call type available and if so, may we have the last 6 months of data?	Metric	See responses to questions #31, #37, and #39.
396	General	Is email part of the agents communication tools to support customers?	Telephone/IT	Yes - email is routed to and from claimants through the Zendesk application.
397	General	If so, do agents require specifically branded email accounts?	Telephone/IT	See response to question #301.



3 9 8	Contract A.9	Is there a requirement to record all call and store them for a period?	Telephone/IT	See response to question #28.
3 9 9	General	What are the average handle times for calls today and what categories of calls are broken out?	Metric	See response to question #58. AHT will be measured for inbound and outbound calls.
4 0 0	General	Is there an existing Knowledge Management tool the State uses to support agents supporting customers?	Telephone/IT	See response to question #15.
4 0 1	General	Are training materials developed and available from the legacy group providing these services currently?	Training	Yes there is an existing knowledge base in place. Respondents should include prior experiences collaborating with previous clients on developing training programs. The State is open to different training best practices in compliance with section A.7. Training in the proforma contract.
4 0 2	General	Does the State desire to have the ability to click to call from a DOL website to an agent?	Telephone/IT	It is not within the scope of services of the RFP or proforma contract.
4 0 3		Can the Offeror be a virtual/remote based organization?	Location	See response to question #49.
4 0 4		Can proposed personnel work from home, remotely?	Location	See response to question #49.
4 0 5		What is the yearly, monthly, and/or weekly call volume?	Metric	See responses to questions #31, #37, and #39.
4 0 6		Will the Offeror be utilizing the State's online claim software system?	Telephone/IT	Yes - similar to Zendesk the state will also provide credentialed log-in access to any system, which are also web based to service customers.
4 0 7		Who submits payments for release on behalf of the claimant?	Scope	See response to question #145.
4 0 8		Is this a new opportunity? If not, who is the current incumbent and/or what is the current contract number?	Incumbent	See response to question #1 and #2.
4 0 9		Would the State consider adding page limitations to the response to considerate of evaluators time?	CPO	The State declines to add such language.
4 1 0		Are Offerors required to have a voicemail/message box for claimants?	Telephone/IT	There is no contractor requirement for voicemail/message box.
4 1 1		Are Offerors required to have their own phone and CRM system for keeping client notes?	Telephone/IT	There is not a requirement for Contractors to have their own CRM system.

4 1 2		<p>Is there an incumbent currently serving the Tennessee Department of Labor and Workforce Development Tier 1 Unemployment customer service center? If so:</p> <p>a. Is this to augment or replace those services?</p> <p>b. How satisfied are you, and what are any pain points you would like to address with a new vendor?</p> <p>c. What is the contract number, vendor name, contract value, and expiration date?</p> <p>d. What technologies is the incumbent using, if any, not provided by the Department? And, are those technologies integrated? Please provide as much detail as possible around any technology and integrations that may be required.</p> <p>If not:</p> <p>e. How did the State address the surge in response to the pandemic?</p>	Incumbent	<p>Vaco is the current provider for similar services.</p> <p>A. Current contract terms June 30, 2022. This not to augment services.</p> <p>B. See response to question #9.</p> <p>C. See response to question #1 and #2.</p> <p>D. The incumbent is utilizing the State's Zendesk system and provide their laptops, headset, and security for that equipment.</p>
4 1 3		<p>Please clarify if preference will be given to DBEs and if so:</p> <p>a. How this will be factored into the evaluation?</p> <p>b. If there is a distinction between DBEs as primes vs subcontractors, what is the distinction in scoring?</p>	CPO	<p>Preference is not given to DBEs. Per the Procurement Procedures Manual of the State of Tennessee Central Procurement Office, the only way preference is given to a certified DBE is in the case of a tied response.</p>
4 1 4		<p>Does the Department require vendor to provide the call center IVR/ACD, CRM/Ticketing System, Knowledgebase, Workforce Management Systems?</p>	Telephone/IT	<p>See response to questions #15, #72, &amp; #151</p>
4 1 5	General	<p>Please provide the anticipated implementation duration. How long will the awarded vendor have to implement the project before operational go-live?</p>	Contract	<p>Tentative contract effective date is scheduled for July 1st, 2022.</p>
4 1 6	General	<p>Could the State provide anticipated average call volumes (annually, monthly, and weekly) showing current volumes being received (prior 12 months) and/or reports showing pre-pandemic volumes (2019)?</p>	Metric	<p>See responses to questions #31, #37, and #39.</p>
4 1 7	General	<p>Could the State provide Intraday and Intra-week inbound call reports to show arrival patterns?</p>	Metric	<p>See responses to questions #31, #37, and #39.</p>
4 1 8		<p>Can the State confirm the vendor will bring the telephony system for inbound and outbound calling?</p>	Telephone/IT	<p>See response to question #15.</p>
4 1 9	1.1	<p>Regarding accessing State systems and applications, how will the vendor connect to the State's helpdesk solution (i.e. VPN tunnel, VDI, etc.)?</p>	Telephone/IT	<p>See response to question #56.</p>

4 2 0	1.1	Can the State provide information regarding the State helpdesk solution and any other State systems the vendor will connect to for this contract? For example, is this a web interface system, thin client Citrix platform, or mainframe system?	Telephone/IT	See response to questions #15, and #56.
4 2 1	3.1.1.2	The RFP requires Bidders to respond using 12-point font. May Bidders use a smaller or larger, still readable font for each of the following: a) headers and footers b) requirement text c) exhibits/figures/graphics d) tables	CPO	RFP Section 3 states that a 12 point font is required; however, a smaller size font for tables, graphics, headers, etc. can be used if all materials still remain legible.
4 2 2	3.1.1.2	We will be submitting some pre-existing documents (e.g., financial reports) that have existing page numbering and some pages may not be numbered. Because these are long and complex documents, may we leave them unaltered?	CPO	Yes, however, all response pages must be numbered within the response as well.
4 2 3	3.2.2.2	Please provide clarity on file size limits when submitting via email.	CPO	The largest file size the State can receive is 20 mb; however, anything over 16 mb we recommend the Respondent send in batches.
4 2 4	Attachment 6.2, A.5	Will the State accept any United States operations site?	Location	See response to question #49.
4 2 5	Attachment 6.6, D.20	Will the State confirm if they are acting as a HIPAA Covered Entity for the purposes of the work being completed for the Department of Labor & Workforce Development Call Center and Customer Support Services? If the State is acting as a HIPAA Covered Entity, will the State provide a copy of their HIPAA Business Associate Agreement for review?	CPO	The Department of Labor and Workforce Development does not anticipate the Contractor will receive any information that is protected through HIAPA in fulfilling the services required under this RFP and Contract.
4 2 6	Attachment 6.6	Will the State require access to call recordings?	Telephone/IT	See response to question #29.
4 2 7	Attachment 6.6	For call recording, what is the retention requirement?	Telephone/IT	See response to question #29.

4 2 8	Attach ment 6.6, A.13	Please confirm that Spanish will not be supported using the third-party phone interpreter service provided by the state	Translati on	See proforma section A.13. Accessibility.  The Contractor shall provide culturally and linguistically appropriate phone interpreter services to individuals with limited English proficiency. For purposes of this contract, the Contractor may utilize a third-party phone interpreter service provided by the State for callers with LEP including but not limited to the following languages: Arabic, Chinese, Korean, French, Amharic, Gujarati, Laotian, German, Tagalog, Hindi, Serbo, Croatian, Russian, Nepali, Persian, Kurdish, Somali, and Vietnamese. If the Contractor utilizes an outside source in providing third party telephone interpreter services, this outside source shall be considered a subcontractor and shall comply with subcontractor requirements as specified in Section D.7. The Contractor shall also provide teletype functionality for individuals with hearing or speech impairment.
4 2 9	Attach ment 6.6, A.13	Will State also provide third-party interpreter service for other communication channels listed in RFP: Text, Chat, Email?	Translati on	Yes, the state can provide translation services through contract provider is Avanza.
4 3 0	Attach ment 6.6, A5	Will the text messaging functionality be furnished by the State as part of its existing Helpdesk solution, or will the vendor be expected to provide text messaging solution?	Telepho ne/IT	The State is not currently utilizing the text messaging however, the State could utilize text messaging in the future.
4 3 1	Attach ment 6.6, A5	Will the chat messaging functionality be furnished by the State as part of its existing Helpdesk solution, or will the vendor be expected to provide chat messaging solution?	Telepho ne/IT	See response to question #15.
4 3 2	Attach ment 6.6, A5	Will the email messaging functionality be furnished by the State as part of its existing Helpdesk solution, or will the vendor be expected to provide email messaging solution?	Telepho ne/IT	Email ticketing is a feature within Zendesk. However, contractors will need to provide company email addresses to agents.
4 3 3	Attach ment 6.6, A.5	Will the State or the Vendor be responsible for garnering and maintaining opt-in/opt-out for text messaging services?	Telepho ne/IT	See response to question #430.
4 3 4	1.1.2.	Please provide factors and assumptions used to project the maximum State liability for this initiative	Contract	Average of 75 agents, 2 Training Managers, 4 Managers over a five year period.
4 3 5	5.3.	Is it the State's intent to award to a single supplier?	Contract	Per RFP Section 5.3, Contract Award Process, the contract resulting from this RFP will be awarded to the best evaluated response.

4 3 6	Attach ment 6.2. – Attach ment 6.4	Please check numbering on attachment references. The document appears to reference 6.2 – 6.3, for 6.2 and then skips to 6.4 “Reference Questionnaire”	CPO	This typo has been corrected in RFP 33701-10042 Release 2.
4 3 7	RFP Attach ment 6.2. – Section D RFP Attach ment 6.3.	Please provide Per Worked Hour definition.	Contract	Worked hour would be actual time charges tracked in a timesheet that can be allocated and verified by the State. Allocation percentages are unallowable.
4 3 8	RFP Attach ment 6.2. – Section D RFP Attach ment 6.3.	How is the State forecasting hours over the term of the contract, e.g. straight-line over 5 years, or curved? If curved, what is the allocation by year?	Contract	Straight line over five years.
4 3 9	RFP Attach ment 6.2. – Section D RFP Attach ment 6.3.	What is the assumption used for the duration of the training?	Training	There are no assumptions. The agency is open to best practices which can be provided by respondents in the proposal.
4 4 0	RFP Attach ment 6.4.	The requirement notes “2 contracts”, but the evaluation matrix includes 3 respondents. Please clarify.	CPO	RFP attachment 6.4 is the reference questionnaire. The respondent needs to obtain and provide as part of their RFP response two references that are similar in size and scope to this RFP. The evaluation matrix is the scoring structure the State will follow in deterring the best evaluated Respondent.
4 4 1	RFP Attach ment 6.6.	By policy, all contracts must go through a final review and approval by internal legal prior to execution.	CPO	See RFP Attachment 6.1 Per RFP Section 5.3.4, "The Respondent identified as offering the apparent best-evaluated response must sign a contract drawn by the State pursuant to this RFP. The Contract shall be substantially the same as the RFP Attachment 6.6., Pro Forma Contract. The Respondent must sign the contract by the Contractor Signature Deadline detailed in the RFP Section 2, Schedule of Events. If the

				Respondent fails to provide the signed Contract by this deadline, the State may determine that the Respondent is non-responsive to this RFP and reject the response." If there are internal approvals the Respondent needs to go through, that likely should be done prior to submission of a response.
4 4 2	RFP Attachment 6.6. A.3	Please confirm that Puerto Rico is an acceptable location of services as a territory of the United States	Location	Must be in the continental United States. See response to question #49.
4 4 3	RFP Attachment 6.6. A.5	Please confirm that the State will provide access to professional translation services as referenced in the 'Statement of Procurement Purpose'	Translation	Yes, the state can provide translation services through contract provider is Avanza.
4 4 4	RFP Attachment 6.6. A.5	There are two A.5 in the attachment; Customer Support Services and Staffing	CPO	This typo has been corrected in RFP 33701-10042 Release 2.
4 4 5	RFP Attachment 6.6. A.10	Please provide diagram for State's intended integration with Contractor and provide guidance to specific underlying requirements that would not be owned and managed by the State directly	Telephone/IT	All systems are web based access by credentialed log-in. Vendors are not responsible for storage.
4 4 6	RFP Attachment 6.6. A.13	Please confirm that the State will provide access to professional translation services as referenced in the 'Statement of Procurement Purpose'	Translation	Yes, the state can provide translation services through contract provider is Avanza.
4 4 7	Section C	What are the payment terms?	CPO	RFP Attachment 6.6 Pro Forma contract Section C is where the payment terms and conditions can be found.
4 4 8	Section D.32.b.1	Disease policy covers employees in physical buildings. Please confirm N/A for virtual employees.	CPO	This is not acceptable. Remote and telecommuting employees should be covered under the Contractor's WC policy if the injury or illness occurs while an employee is completing a work task under this Contract during work hours.
4 4 9	Section D.32.c.1 -2	E&O liability is excessive. Contractor would be agreeable to \$5,000,000	CPO	The State agrees to reduce the cyber liability insurance requirement to \$5,000,000. This amount is necessary and reasonable to protect from risk involving PII (E.9).
4 5 0	Section E.3.a- c,d.1.i., d.2.	N/A for fully virtual Contractor	CPO	The referenced sections are still applicable to a "virtual contractor"
4 5 1	Section E.5.	N/A for fully virtual Contractor	CPO	E.5 would only apply to the extent the circumstances outlined in the provision exist

4 5 2	Attach ment B	Please detail, within scope of this project, the expected access to FTI by the Contractor's employees	CPO	The Contractor will not have any access to FTI
4 5 3		What are current and expected future volumes of inbound calls?	Metric	See responses to questions #31, #37, and #39.
4 5 4		What is the current fee schedule for incumbent, if applicable?	Incumbent	See response to question #2.
4 5 5		Who is the incumbent, if applicable? Or, has this work been performed by the State?	Incumbent	See response to question #1.
4 5 6		On a scale of 1-5 with 5 being the best, how satisfied are you with the current vendor?	Incumbent	See response to question #9.
4 5 7		What improvements would you like to see a new vendor bring to the project?	Incumbent	See response to question #9.
4 5 8		Approximately how many staff are currently employed on this project?	Staffing	See response to question #32.
4 5 9		Approximately how much money was paid to the incumbent over the past year?	Incumbent	See response to question #13.
4 6 0		Can agents work remotely?	Location	See response to question #49.
4 6 1		Do you have any training materials?	Training	Yes there is an existing knowledge base in place. Respondents should include prior experiences collaborating with previous clients on developing training programs. The State is open to different training best practices in compliance with section A.7. Training in the proforma contract.
4 6 2		How many vendors do you anticipate to award?	Contract	Per RFP Section 5.3, Contract Award Process, the contract resulting from this RFP will be awarded to the best evaluated response.
4 6 3		If you intend to award contract to multiple vendors, will vendors be competing for market share? How are the placement volumes determined?	CPO	Per RFP Section 5.3, Contract Award Process, the contract resulting from this RFP will be awarded to the best evaluated response.
4 6 4		We consider audited financials to be proprietary. Would the vendor approve of reviewing our financials online through a secure link and password?	CPO	No. A statement from the Respondent's financial institution indicating there is a positive relationship between the Respondent and the Financial Institution is a requirement of the RFP's Technical Response. Response via a secure link is not an option listed in RFP Section 3 - Response Requirements. Furthermore, per RFP Section 4.8 all proposals submitted under

				this RFP are subject to the Tennessee Public Records Act.
4 6 5		What is the average handle time per call? Does this handle time include wrap up? If not, can you provide average wrap up time?	Metric	See response to question #58. The handle time does include after call work.
4 6 6		Do you have any seasonality to incoming volumes?	Metric	See response to question #37
4 6 7		Do you have any daily variances in call volumes (ex: Fridays are usually 75% of Monday volumes, etc.)	Metric	See response to question #37
4 6 8		What CRM will the winning bidder be using?	Telephone/IT	See response to question #15.
4 6 9		What telephony platform will the winning bidder be using?	Telephone/IT	See response to question #15.
4 7 0		Will the winning bidder need to integrate any technology with existing platforms?	Telephone/IT	No
4 7 1		Will the State host the ticketing system? How will winning vendor access and create tickets for the State regarding escalated calls?	Telephone/IT	See response to question #15. Tickets can be created and accessed utilizing the web platform/ticketing system.
4 7 2	References	Our State customers do not permit us to ask them for references. It would be the same if we won this work – we would not ask the State of Tennessee to provide written reference for another RFP we were engaged with.  Typically, we can arrange live phone calls between prospective customer(s) (State or Tennessee) and our existing customers.  How can we manage this with regards to our response? What impact would not providing references have on our submission?		Completion of Attachment 6.4 Reference Questionnaire in accordance with the requirements of the RFP is required. See also Section 4.3.2. of the RFP

- Delete RFP # 33701-10042, in its entirety, and replace it with RFP # 33701-10042, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
- RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.