



State of Rhode Island  
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Solicitation Information  
September 1, 2021

**ADDENDUM #3**

RFI # 7653812

**TITLE:** COVID-19 Call Center and Contact Tracing Operations

**Bid Closing Date & Time:** **September 24, 2021 @ 1:00 PM Eastern Time (ET)**

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**Notice to Vendors**

**Attached are vendor questions with State responses. No further questions will be answered.**

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**Nina M. Lennon**  
**Interdepartmental Project Manager**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

**Vendor Questions with State Responses for RFP #7653812 – COVID-19 Call Center and Contact Tracing Operations**

#	Question	Answer
1	Are any credentials or special licensing required for call center representatives?	All documented requirements listed in the RFP.
2	Are workflow documents, policies, and procedures current and available online?	No.
3	Can the call center representatives use either Windows or iOS devices?	Windows or Mac devices work for Salesforce and other state-required applications. The vendor will be responsible for ensuring compatibility with their proposed call center solution.
4	Can the call center representatives work from a secure/private workspace at home (WFR)?	Yes, work from home is allowed and approved by State staff.  Staff will need to ensure others cannot overhear their conversations and should not print or write out personal details unless they can store printed/written materials in a locked/secured location.
5	What languages do we need to support other than those listed (Spanish, Portuguese, Cape Verdean Creole)?	Staffing languages as indicated. Per Page 18 - Language Access Requirement, access to comprehensive Interpreting Services (150+) languages that align with the hours of operation of the work required for additional languages.
6	Your RFP has mentioned chat in several places. a. Do you want us to support Chat too? b. What is the Chat Volume or forecast? c. What is the chat handle time?	a. Yes b. NA- technology not currently utilized c. NA- technology not currently utilized
7	Do you have a breakout of calls by language?	No
8	What is the Average Handle times for; a. Covid Information Line b. K12 Line c. Vaccine Scheduling Line d. Contact Tracing Line e. Case Investigation	a. Covid Information Line - 6 min b. K12 Line - 8 min c. Vaccine Scheduling Line -8 min d. Contact Tracing Line – 7 min e. Case Investigation – 30 min
9	Should the consolidation and reintegration of the COVID – 19 Unit and RIDOH be included with our response?	Yes, include the integration of RIDOH and Covid-19 Unit as a separate project. This is not an immediate need and will not likely occur until after 12/31.
10	Do you have any historical volumes or forecast for the HIL email, and or e-fax that we may handle?	Variable – 500-800 per week
11	What is the call volume for the after-hours answering services?	Data request After Hours Call Totals: Jan 2021- 1908                      May 2021-627 Feb 2021-996                         June 2021-585 March 2021-1000                    July 2021-437 April 2021-799

#	Question	Answer
1 2	Would you consider your Case Investigation and Contact Tracing Staff are higher level agents than those handling the Covid Information, K12 and Vaccine Scheduling lines? How long is training?	Yes, as indicated in the RFP, they require a higher level of skills and training as they will be conducting conversation-based investigations. Training is currently two weeks on average followed by shadowing with staff from assigned team.
1 3	Are you providing the Salesforce CRM platform or do you expect the vendor to provide? a. If vendor provided, will any case data be transferred from the existing vendor's salesforce database to the new vendor?	Yes, Salesforce is provided by RIDOH.
1 4	In Section 3 Item 5 "Communication Transport," it states that the solution must include any and all communications or telecommunications carrier transport costs. d. Can you confirm that the vendor will bill for these cost? e. Will you resport any existing Toll Free 800 Numbers over to the new vendor? f. How many existing numbers will be transferred to the new vendor?	Please provide a detailed proposal outlining any and all communications or telecommunications carrier transport costs.
1 5	What is the duration of this program?	Initial contract period is one year. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.
1 6	What length (term) of contract do you expect to sign?	See question 15.
1 7	Does the State of Rhode Island prescribe a specific wage rate for employees within the state?	The rate should be comparable to market rate for RI, MA, CT.
1 8	Can it be confirmed that the call center agent will be communicating directly with minors?	Agents will not communicate with minors.
1 9	Can you share with us the statistics around the percentage of calls that were coming from minors?	See question 18.
2 0	One of the job responsibilities during the interview phase is to deliver test results to the case. Would it be possible to make adjustments to the SOW where our company will not be responsible for this task?	No
2 1	Would it be beneficial if candidates had some sort of a legal background (paralegals, legal assistants) for the case investigations portion of the RFP?	Refer to RFP- Page 16: Case investigation & Contact Tracing Staff Skills and Staff Qualities sections
2 2	In the middle of COVID, many organizations are still working remotely, making hard copy publication difficult. Would RIDOH, please consider allowing submissions via an electronic email address versus hard copy?	No. Please follow the process articulated in the RFP solicitation.
2 3	In Section 7: Proposal Contents, there are two different page counts provided for the Technical Proposal (six and 20).  "The technical proposal is limited to six (6) pages (this excludes any	Yes, correct page count is 20 pages when including the work plan.

#	Question	Answer
	<p>appendices and as appropriate, resumes of key staff that will provide services covered by this request).”</p> <p>“Technical proposals should not exceed 20-pages including the work plan. Budget documents, resumes for key staff, and references will not count towards the page limit.”</p> <p>Can RIDOH please confirm the correct page count is 20 pages?</p>	
2 4	The RFP document references 2 BAA's, DOA version starting on page 34 and a second one (RIDOH) on page 84. Can RIDOH please identify which BAA will govern the contract?	Please sign and return the BAA on page 34.
2 5	Under Infrastructure Requirements on page 20 and 21, the RFP references Virtual Assistant under Call Center Software, Programming and Configuration. Is RIDOH looking for a Web Virtual Assistant as part of the proposed solution, similar to the virtual assistant functionality on the RIDOH website?	Yes
2 6	In the Budget Worksheet Excel, in Column A, it lists Employee 1, Employee 2, Consultant 1, Consultant 2, etc. Is RIDOH expecting offerors to update these to the name of the role being proposed (such as Operations Manager, Customer Service Rep., etc.)?	Yes
2 7	In the Budget Worksheet Excel, can RIDOH please clarify what should be included in the Consultants rows?	The associated costs for any consultant(s) that vendor intends to hire.
2 8	In the Budget Worksheet Excel, the Budget Summary sheet is only including inputs from the Inbound Calls sheet. Was that intentional or should the formulas include values from all three sheets – Inbound Calls, Case Investigation, and Contact Tracing?	Comment is correct; Personnel field (D*) on budget worksheet is not tabulating CI and CT totals, only inbound sheet for Personnel totals. Budget worksheet formula needs to be updated.
2 9	In the Budget Worksheet Excel, can RIDOH please clarify the expectation on what is to be used/assumed for Out of State Travel? This appears to be related to events and not resources traveling in state to support the project. Where should the offeror include any travel expected to support the project?	Out of State travel should include travel to RI for meetings/events or staff working on-site alongside RIDOH team.
3 0	Please confirm Resumes/CVs can be provided as an appendix to the technical proposal response to help with readability of response.	Yes, please reference page 28 Section 7, #3
3 1	Are average handle time statistics available for each line?	<p>Average Handle Time Statistics include:</p> <ul style="list-style-type: none"> <li>a. Covid Information Line - 6 min</li> <li>b. K12 Line - 8 min</li> <li>c. Vaccine Scheduling Line -8 min</li> <li>d. Contact Tracing Line – 7 min</li> <li>e. Case Investigation – 30 min</li> </ul>
3 2	What training, if any, will RIDOH provide? What is the approximate duration of this training?	Refer to Training Requirements Page 18

#	Question	Answer
3 3	How long, on average, does it take to process a typical case for investigation, including all three phases?	The average length is 45 min-1hour for the pre-interview, interview, and post-interview phase.
3 4	What resources, if any, will be provided by RIDOH? For example, will RIDOH provide interview guides?	Training materials, guides, and scripts have already been developed.
3 5	Please explain the “illness monitoring system.” Is the Contractor responsible for providing this system? When will the Contractor use this system?	Refers to cases monitoring their symptoms by responding to text updates - it is part of Salesforce. Case Investigators asks case whether they wish to receive texts during case interview intake and captures information in Salesforce.
3 6	Is the Contractor responsible for any inbound or outbound email communication related to COVID-19? If so, please describe the nature of this communication.	Currently, no, but this may be a part of the COVID-19 Unit/RIDOH integration plan.
3 7	Are there instances when the vendor accesses or discusses FTI? If so, please explain.	Assuming FTI is in reference to Federal Tax Information, at no times is this information accessed or discussed
3 8	Please confirm that the use of Salesforce will be provided at no cost to the Contractor.	Correct.
3 9	Please confirm the Contractor has no responsibility for customizing, configuring, altering, or supporting Salesforce.	Contractor will not be responsible for customizing, configuring, altering, or supporting Salesforce. However, it will be essential that representatives of the Contractor’s teams attend and participate in meetings relative to Salesforce development, user acceptance testing, and change review in order to provide input based on the team’s interaction and use of Salesforce or related data.
4 0	Should vendors choose to submit a copy of their technical proposal with confidential material redacted for public records requests, how many copies (print and electronic) are desired?	That is a business decision for the vendor. Please follow the directive in the RFP for copies.
4 1	Please clarify the signed RIVIP Vendor Certification Cover Form is expected to be a printed paper copy or electronic CD and confirm the form is its own stand alone submission (separate from the Technical or Cost proposals as mentioned in Section 7.A.1).	Please submit to the State 1 copy of the RIVIP form; 7 copies of the sealed Technical Proposal; 7 copies of the sealed Cost Proposal; 1 copy of the ISBE Plan sealed and two CDs of both the Technical & Cost Proposal.
4 2	Please clarify if vendors are to submit a total of 2 copies (1 original and 1 copy) or 2 copies of each for a total of 4 copies (2 original and 2 copies) of Appendix A for each proposed business enterprise. Furthermore, are these copies expected to be printed paper copies or electronic CD copies?	Please see question 41.
4 3	Are bidders to provide 4 or 6 paper copies?	Please see question 41.
4 4	Should the total number of CDs be accounted for when labeling for number of CDs? For example, if there is one CD each for the Technical, Cost, and a Confidential Technical copy, should these be labeled “File x of 3” or only if a single response (e.g., Technical) requires more than one CD?	Yes, please label the two CDs.
4 5	If attachments are existing and non-editable, may vendors omit placing the additional content (company name, additional page numbers) on these documents?	Please make sure at least one page on the document bundle has the company identified and has the RFP number.

#	Question	Answer
4 6	Is the October 1, 2021 contract start date the Go-Live date or implementation start date? What is RIDOH's estimated implementation timeframe?	Estimated November – January timeframe
4 7	Does RIDOH have training materials to supply to the vendor? If so, what additional materials are you looking to develop, as mentioned in the RFP (Training Requirements, page 18)?	As stated in Training Requirements, Page 18, Program and process content shall be provided by RIDOH. Many training materials, guides, and scripts have already been developed.
4 8	The RFP states that there is a requirement of 20% of call center agents to be Rhode Island residents, however, we are located outside of the state. How does this impact the scoring of firms that live outside of Rhode Island?	The recruitment strategy should address how the vendor intends to hire RI residents.
4 9	Who is RIDOH's current vendor?	IBM
5 0	Please elaborate on what are RIDOH is paying your current vendor. Can you itemize the vendor charges by month / year?	No.
5 1	What technologies must the vendor provide (e.g., Telcom, CRM, WFM)? Are there any technologies currently being used that the awarded vendor is expected to utilize?	Refer to RFP Infrastructure Requirements – Pages 20-22 and Page 22 Section 4: Proposal - #3 Work Plan
5 2	Page 26 of the RFP indicates the number of paper copies that need to be submitted. Please clarify if paper copies are required? If so, are four or six copies required? Numbers 3.c. and 4.c. on page 26, have conflicting information.	Technical proposals should not exceed 20-pages including the work plan. Budget documents, resumes for key staff, and references will not count towards the page limit.
5 3	What are current staffing levels by position (e.g., Case Investigator, Case Investigator Supervisor, Contact Tracer, Regional Manager, etc.)? Are current staffing levels adequate for the current call volume?	Please see volume and handle time data.
5 4	What are current call volumes, by week, for July and August as broken out on page 11 of the RFP?	<p>COVID Infoline</p> <p>July 5 to July 11- 2068</p> <p>July 12 to July 18- 2813</p> <p>July 19 to July 25- 3373</p> <p>July 26 to August 1 - 5468</p> <p>August 2 to August 8 - 8819</p> <p>August 9 to August 15 - 8817</p> <p>August 16 to August 22 – 9077</p> <p>Vaccine Scheduling Line</p> <p>July 5 to July 11- 255</p> <p>July 12 to July 18- 326</p> <p>July 19 to July 25- 351</p> <p>July 26 to August 1 - 388</p> <p>August 2 to August 8 - 657</p> <p>August 9 to August 15 - 706</p> <p>August 16 to August 22 – 1103</p> <p>K12</p> <p>July 5 to July 11- 414</p> <p>July 12 to July 18- 499</p>

#	Question	Answer
		July 19 to July 25- 579 July 26 to August 1 - 929 August 2 to August 8 - 1254 August 9 to August 15 - 1455 August 16 to August 22 – 1475 Contact Tracing July 5 to July 11- 728 July 12 to July 18- 1070 July 19 to July 25- 1822 July 26 to August 1 - 3361 August 2 to August 8 - 4434 August 9 to August 15 - 5328 August 16 to August 22 – 5115
5 5	Who is the incumbent on this contract?	Please see question 49.
5 6	Will RIDOH accept a USB drive in place of a CD-R?	No.
5 7	With regards to Limits of Insurance Coverage: Anomaly Squared does not currently have minimum limits of \$75,000,000 on Information/Technology and Cyber/Privacy as those limits are not required by our current group of customers. We are willing and able to add those levels of coverage should we be given the opportunity to do the work. Does the status of our current coverage eliminate our opportunity to bid on the job?	No. Upon tentative award, the vendor would need to increase coverage.
5 8	Does the state need another contact center to provide additional support to their current incumbent for this project?	No.
5 9	How well has the current incumbent managed the volume and program thus far?	The incumbent has met expectations.
6 0	Will this new project be managed entirely by one contact center?	Yes.
6 1	Would the state consider awarding to multiple vendors to handle the volume?	No.
6 2	Are you expecting volumes for contact tracing and case investigation to ramp back up to about the same volumes as the other projects generated in Q1?	Unknown.
6 3	What is the current volume of calls based on the surge this month?	See answer to question 54.
6 4	Does the State have estimated volume numbers for Sept-Dec?	No.
6 5	Does Vendor need to provide an automated outbound dialing platform, or will agents manually dial cases for follow-up?	Manual dialing
6 6	For the Consolidation and Reintegration phase of the call center, is the email and e-fax technology provided by RIDOH via the Salesforce platform, or will Vendor be required to provide this technology solution?	Email and e-fax technology is not via the Salesforce platform. Per Page 17 - Consolidation and Reintegration, the successful vendor shall assist in the planning and execution of the long-term strategy for RIDOH call center operations.

#	Question	Answer
6 7	How will Vendor access the applications / systems that will be provided by RIDOH (e.g. web-based internet, internet VPN, etc.)?	All RIDOH provided applications and systems are easily accessible from standard, updated browsers using the internet. VPN access will not be required.
6 8	Does RIDOH have any specific bandwidth requirements per agent?	<p>For use of the Salesforce platform, RIDOH recommends the following bandwidth considerations:</p> <ul style="list-style-type: none"> <li>• Network latency of 150 ms or less</li> <li>• Download speed of 3 Mbps or greater</li> </ul> <p>Additional bandwidth required as part of the proposed call center software solution should be above and beyond these recommendations sufficient to maintain high call quality during Salesforce page loads.</p>
6 9	So that the Supplier can provide the appropriate PC/laptop, what are the system requirements for RIDOH-provided applications / systems?	<p>RIDOH can describe minimum requirements for use of the Salesforce platform. For the fastest and most stable experience, RIDOH recommends:</p> <ul style="list-style-type: none"> <li>• An Octane score of 30,000 or greater</li> <li>• Network latency of 150 ms or less</li> <li>• Download speed of 3 Mbps or greater</li> <li>• At least 8 GB of RAM, with 3 GB available for Salesforce browser tabs</li> </ul> <p>Minimum requirements are (may run up to 50% slower):</p> <ul style="list-style-type: none"> <li>• An Octane score of 20,000 or greater</li> <li>• Network latency of 200 ms or less</li> <li>• Download speed of 1 Mbps or greater</li> <li>• At least 5 GB of RAM, with 2 GB available for Salesforce browser tabs</li> </ul> <p>The Octane score is a measure of a computer's JavaScript performance. It can be determined by running this speedtest on the user's computer: <a href="http://chromium.github.io/octane/">http://chromium.github.io/octane/</a>.</p>
7 0	Is there a requirement for dual monitors for agents?	No, but some agents may find it easier to work with this setup.
7 1	Is it acceptable for the agent to provide the PC (Bring Your Own Device) if Vendor has security policies in place via its Virtual Desktop Infrastructure (VDI)?	<p>Yes, agents may use their own devices if the vendor is managing security via vendor security policies. The agent must sign the State's Bring Your Own Device policy and the vendor should provide confirmation of the capabilities to do the following:</p> <ul style="list-style-type: none"> <li>• Software name/version used for mobile device management</li> </ul>



#	Question	Answer
		<ul style="list-style-type: none"> <li>• Current operating system name/version/patch level of managed mobile device</li> <li>• Current anti-virus name/version installed on managed mobile devices</li> <li>• Antivirus software is updated automatically</li> <li>• Antivirus real-time protection is enabled</li> <li>• Users cannot override antivirus settings of managed mobile devices</li> <li>• Multifactor authentication is used for remote access to vendor network/systems</li> </ul> Managed mobile device hard drives or SSDs are encrypted
7 2	Is Vendor or RIDOH responsible for providing the Interactive Voice Response (IVR) system?	Yes.
7 3	If Vendor is responsible for providing the IVR system, is an integrated IVR required that allows the caller to self-serve without connecting to an agent?	Not currently utilizing this technology.
7 4	If yes, what RIDOH-provided system will the IVR integrate with and what is the integration type (e.g. web-API)?	Not currently utilizing this technology.
7 5	The "Infrastructure Requirements" section of the RFP, Item #8, refers Vendor to Appendix C (Call Center Capabilities), which has not been provided. Can RIDOH please provide Appendix C.	Please refer to State Agency Solicitation Addenda 1.pdf available on purchasing.gov.ri website in order to access Appendix C 7653812A1.pdf - State Agency Solicitation Addenda
7 6	Other than Salesforce.com- what other applications will be provided by RIDOH that the vendor agents will have to access?	Outlook 365, MS Teams
7 7	Can the RIDOH point their toll free inbound numbers at the vendor's ACD and Trunks via DID numbers?	It should not be necessary to do this based on the current framework and setup. If a scenario came up where it was necessary, RIDOH would be able to accomplish this.
7 8	Will RIDOH provide the SMS capabilities to send text messages out to the individuals?	Text messages are sent via Salesforce
7 9	Is it ok for the Vendor to use a language line solution to meet the 150+ language services?	Yes
8 0	Will the RIDOH provide the LiveChat and Email routing solution though Salesforce.com for the vendor to use or does the vendor need to provide this software?	Vendor needs to provide the Live Chat solution.
8 1	Please define "Cloud Based contact center management platform" is this to capture customer interactions or to deliver voice to the correct queue?	As per the standard definition, a cloud-based contact center management platform is an internet based facility that handles all inbound and outbound customer communications. It's a software solution that offers a comprehensive suite of tools and applications including the capture of customer interactions as well as the proper queue delivery.
8 2	Please define Virtual Assistant Software- is this ChatBots or Email Bots or some other solution?	ChatBots. Please reference RIDOH website
8 3	Will RIDOH provide access to a knowledge based solution, or does the vendor need to provide a knowledge based tool?	Vendor provided tool.

#	Question	Answer
8 4	For outbound calling through the vendor platform, can the vendor pass the toll usage back to RIDOH monthly?	Please provide detailed technical and cost proposal.
8 5	Vendor would like to get an estimated FTE/Agent count per lines of business for modeling purposes (Inbound calls, Case Investigation and Contact Tracing).	This is based on call volume. Please estimate.
8 6	Vendor is proposing a work at home model to support program is this an acceptable model?	A virtual or remote model is acceptable.
8 7	On the attached worksheet please clarify what is FRINGE BENEFITS and FRINGE RATE.	
8 8	On the attached worksheet please define the hourly rate.	This is the budget. Please complete.
8 9	Is there an actual physical office location that would require call center services or is the state ok with having a 100% remote work staff?	The state will not provide a physical location for staff. A virtual or remote model is acceptable.
9 0	How many agents actively work in the call center daily?	Please see question 85.
9 1	How many employees are there in total for this project?	Please see question 85.
9 2	Are all of your call center agents full-time employees, or, are there part-time employees that work different shifts?	Most staff are contract employees that work 35-40 hours per week. This work requires staff to stay up to date on changes to clinical guidance, process, policy, and technology which make it hard for part-time staff to be successful.
9 3	How many agents will need to be on the phones simultaneously/concurrently?	Please see question 85.
9 4	What are the current top five reasons for escalation?	CI call backs, CT call backs, clinical guidance, lab data requests and vaccine questions needing clinical follow up.
t	Are the Salesforce Metrics/Reports exported to another system? If so, what system?	Salesforce data is exported for analysis in SAS, PowerBI, GIS and RI Department of Health Surveillance System.
9 6	How are the current CSAT scores being reported on and do you have the capability to capability to filter those reports/report on detractors?	Not currently utilizing this technology
9 7	How is the current Disaster Recovery plan set up (automatic or manual)? If manual, how difficult is it to override the main Business-as-Usual plan?	Specific to state-managed applications (i.e. O365, Salesforce), preparation for disaster recovery is automatic. Restoration from disaster recovery would, in most scenarios, be an automated process triggered manually. There are not business continuity expectations or plans
9 8	What internet (data bandwidth) requirements do you have for remote staff to ensure high call quality?	With our current call center solution, all staff users should have: <ul style="list-style-type: none"> <li>• Network latency of 200 ms or less</li> <li>• Download speed of 88 kbps or greater per simultaneous call</li> <li>• Upload speed of 88 kbps or greater per simultaneous call</li> </ul>

#	Question	Answer
		The vendor should look at the minimum recommended bandwidth for their proposed call center solution, and consider also minimum requirements listed in Question # 69 as additional to this since agents will be on a call at the same time as using the Salesforce application.
99	Do any agents currently use desk phones? If so, what make and model?	No
100	What is your approved NIST standard?	The State requires NIST 800-53 controls commensurate with data categorization (IAL2 due to the sensitive data).
1001	What is their required standard for encryption in regards to recordings?	Recordings need to be encrypted at rest using AES 256 (at a minimum).
1002	Can you please provide more information on the security testing you will need to conduct?	A SOC 2 annual attestation will be required.
1003	How are calls parsed out today? Does staff pick calls as they come in or are the pushed to certain staff based on skill or capacity?	Calls are assigned via skill/training
1004	How are web forms from your website being used or planned to be used by agents?	We have built out webforms within Salesforce and using Microsoft Forms, which agents will be required to use. Data remains within the State controlled environment.
1005	What data are you collecting with your existing webforms? Where does that data go today after someone submits the webform?	Please see question 104.
1006	In regard to Case Investigation and Contact Tracing Staff Qualities, are you opposed to AI driven call scripting prompts with built-in “next advised steps?” Or, would you rather have searchable topics around FAQs?	Opposed to 100% AI model for CI/CT
1007	Do you want a private WAN connection for the web-based services, or, are you ok with using the open internet and 2 factor authentication?	A private WAN connection is not required for the web-based services as long as the proposed vendor’s solution uses SSL protocol for any web-based applications. 2-Factor authentication is highly recommended.  Use of public wifi networks is highly discouraged.
1008	Are your agents opening up tickets for customers? If so, what is the use case(s)?	Call center intakes are generated through SF for escalation to CI/CT, clinical triage, and specialty teams.
1009	What is your current service ticketing system? Does data from your current ticketing system need to be migrated to our system?	Call center intakes are generated through SF for escalation to CI/CT, clinical triage, and specialty teams. It does not have to be integrated.
1010	Are you looking to export reports into an external Management Information/Business Intelligence platform?	Please refer to the RFP requirements.

#	Question	Answer
1 1 1	How many CONCURRENT users for the following functionality, if any? Inbound Voice Queue Calls Outbound Voice Queue Calls Email Queue Interactions Web Chat Interactions Social Media Queue Interactions	None
1 1 2	How many TOTAL users for the following functionality? Agent Scheduling Staff performance (training and coaching)	Please see question 84.
1 1 3	Please define or give an example of a data retention plan outside of call recordings.	The vendor will be working as a contractor of the state, and thus is bound to state data retention policies. Pandemic-related data must be retained a minimum of 10 years after the end of the pandemic. The vendor may transfer data to the state for retention in state data repositories.
1 1 4	Please expand on the recovery phase - what is the definition of recovery and what timeline is provided for such recovery?	Vendor will only be responsible for recovery specific to its own managed applications. The call center is an essential service, so the vendor's proposed disaster recovery plan should have RPO and RTO appropriate to that. There is no specific requirement.
1 1 5	Please provide guidance on what the functional requirement is for the IVR - single digit DTMF "Press 1 for Sales, 2 for Support...", OR, self-service "Please enter your account number, get balance, etc." via Natural Language Processing and Intelligent Automation?	Single digit DTMF
1 1 6	Do you currently have a knowledge base to help agents resolve customer issues? If so, where are the articles stored and how many active articles do you have?	Please see question 83.
1 1 7	How do customers access your knowledge base today? Would you require customers to log in before accessing your knowledge base?	No
1 1 8	What tool are you using for SMS messages today?	Salesforce
1 1 9	Are you looking to send broadcast/bulk messaging, individual SMS messages in the event of an emergency like a massive Covid outbreak amongst your citizenry?	Not at this time
1 2 0	What is the quality of your data today?	Good.
1 2 1	Do you have a data governance plan?	Yes.
1 2 2	What types of data are housed in your systems?	Call recordings, COVID-19 surveillance data, etc.

#	Question	Answer
1 2 3	If the same person is in multiple systems, which should be considered the source of truth for that person's information when the data is moved into our system?	Salesforce
1 2 4	What social and social media management tools do you use today? What properties are critical to monitor (Facebook, Twitter, Instagram, etc.)	Facebook, Instagram and Twitter
1 2 5	Do you use any tools today that support one-way SMS?	Yes, for specifically designed use-cases, Salesforce will send one-way SMS.
1 2 6	How are you using the data in each of these systems to support your service agents?	Continuous quality improvement
1 2 7	What is your internal capacity to manage the integrations once they are built?	The IT team supporting the COVID response includes vendors and contractors with specific integration skillsets and will be available for any maintenance or changes required for any integrations.
1 2 8	Are you currently using a middleware tool? If so, which one?	Talend is currently being used as a middleware integration tool for Salesforce.
1 2 9	What is the desired "go live" date?	Please see question 46.
1 3 0	What is the length of new hire agent Training?	Training is currently two weeks on average followed by shadowing with staff from assigned team.
1 3 1	What are the program KPIs including Service Level requirements?	Refer to Page 20 of RFP : Section titled KPI's
1 3 2	Is holiday and/or overtime staffing required?	This is contingent on case volumes
1 3 3	Language capability requirements: Please provide the percentage of non-English outbound / inbound calls anticipated.	Please see question 84.
1 3 4	What are the program KPIs including Service Level requirements?	Refer to Page 20 of RFP: Section titled KPI's
1 3 5	Is holiday staffing required?	See question 132.
1 3 6	What is the preferred method and cadence for passing data to the State of Rhode Island?	Upon award, this would be discussed and approved by State leadership.
1 3 7	Volume History: What are the historical (or anticipated) call arrival patterns by half-hour intervals [this is how we will determine the inbound call portion of staffing]?	Not available at this time

#	Question	Answer
1 3 8	At the agent level are there specific hardware / PC requirements or other local servers required to support the applications?	<p>RIDOH can describe minimum requirements for use of the Salesforce platform. For the fastest and most stable experience, RIDOH recommends:</p> <ul style="list-style-type: none"> <li>• An Octane score of 30,000 or greater</li> <li>• Network latency of 150 ms or less</li> <li>• Download speed of 3 Mbps or greater</li> <li>• At least 8 GB of RAM, with 3 GB available for Salesforce browser tabs</li> </ul> <p>Minimum requirements are (may run up to 50% slower):</p> <ul style="list-style-type: none"> <li>• An Octane score of 20,000 or greater</li> <li>• Network latency of 200 ms or less</li> <li>• Download speed of 1 Mbps or greater</li> <li>• At least 5 GB of RAM, with 2 GB available for Salesforce browser tabs</li> </ul> <p>The Octane score is a measure of a computer's JavaScript performance. It can be determined by running this speedtest on the user's computer: <a href="http://chromium.github.io/octane/">http://chromium.github.io/octane/</a>.</p> <p>No local servers are required to support RIDOH-provided applications. Proposals should include consideration of any local server requirements for the proposed call center solution.</p>
1 3 9	At Section 9: Conclusion Statement, page 27 of 29 it states that the State's General Conditions of Purchase shall be the contractual terms and conditions between the parties upon the issuance of a Purchase Order and the RFP has attached an Agreement of terms and conditions at page 44 of 88. Can the Agency please confirm which terms are intended to be used on award for contracting purposes?	The attached State Terms and Conditions
1 4 0	What is the CRM system our agents will use?	Refer to Page 9 - Salesforce
1 4 1	Are there any systems/tools other than the CRM and telephony systems?	Refer to Section 2: Background, page 9 for existing systems being used by current Call Center vendor
1 4 2	Are you open to US-based work-at-home agents?	A virtual or remote model is acceptable.
1 4 3	What days of the week, general times of the day do you see the most inbound volume?	Monday- Friday in the morning.
1 4 4	As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at your organization's expense, but in consideration of our other	<p>A SOC 2 annual attestation will be required and will be sufficient to meet the base requirement.</p> <p>In the event of a security incident, and based on the nature of the security incident, an ad-hoc audit may</p>

#	Question	Answer
	<p>customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to your organization as desired under NDA. Is this acceptable to meeting your organization's requirements?</p>	<p>be required, and would be at the vendor's expense if the security incident is the responsibility of the vendor.</p>
<p>1 4 5</p>	<p>The Cloud Service Provider (CSP) is a service provider and your organization would be one of hundreds of thousands of customers using the service. CSP can contractually commit to incident response reporting timeframes in a customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers. CSPs utilize one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations.</p> <p>Additionally, due to the nature of the CSP's service, the CSP can only report confirmed breaches, not attempted, suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to your organization.</p> <p>In the event of a security breach and if negotiated in the agreement, the CSP can notify your organization identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer.</p> <p>As such, we would like to request your organization adjust the requirements for breach notifications to align with the existing CSP's reporting requirements.</p>	<p>Reporting of suspected and confirmed breaches is required within the contractual reporting timeframes so that the State can collaborate with the investigation and mitigation of the incident.</p> <p>Based upon the outcome of the investigation, the vendor may be responsible for the resourcing and/or expense of notification of affected parties.</p>
<p>1 4 6</p>	<p>We assume this only applies to contractor personnel that are performing the solution implementation services and not the Cloud Service Provider (CSP) personnel that are hosting the solution.</p> <p>For example, CSP engages the services of a background screening vendor to conduct background checks on employees at the time of hire. The CSP also performs background investigations in certain foreign countries. The scope of these checks is subject to local laws in the jurisdictions in which the employee is hired. Can your organization please modify this requirement accordingly? Does your organization agree with this interpretation of this</p>	<p>No staff that would access personal or health information may be located outside of the US or its territories. State data and call center calls may not be routed outside of the US or its territories at any time for any reason.</p> <p>The vendor is responsible for all expenses related to background checks in compliance with State requirements and should reflect anticipated expenses within their budget proposal.</p>

#	Question	Answer
	requirement? If your organization mandates that CSP's also needing to meet this requirement, will your organization be willing to sponsor and pay for these background checks?	
1 4 7	While we understand the importance and urgency of this project, we kindly request an additional one-week extension to provide a more thorough response to the questions.	No, that timeline has closed. Requests of this nature should be submitted before the deadline closes.