



Q1. Who is the current incumbent on this contract?

R1. N/A. This will be a new service to the State. There is no incumbent provider.

Q2. What is the allocated budget to this contract?

R2. This information is not available.

Q3. What is the date by which you will answer these questions?

R3. April 16, 2021

Q4. Why has this bid been released at this time?

R4. The State is in need of the requested services to help serve households who may be eligible for the Pandemic EBT program.

Q5. Is there a deadline for questions?

R5. Yes, April 08, 2021.

Q6. When is the anticipated award date?

R6. May 06, 2021.

Q7. Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

R7. The requirements are the same for all vendors, there is no preference given to the categories specified above.

Q8. Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?

R8. There is no bond required for this RFP.

Q9. Can you please provide greater details on how proposals will be evaluated and how the selected vendor(s) will be chosen?

R9. See page 24, Section 6.0 Evaluation Criteria in the RFP.



- Q10.** 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?
- R10.** Please see Pricing Schedule VI-I page 23 of RFP. If the Vendor has an additional fee structure that it wishes to add to its response the Vendor is allowed to do so.
- Q11.** Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
- R11.** N/A. This will be a new service for the State.
- Q12.** If this is a term contract subject to renewal, what is the term and the maximum number of option periods?
- R12.** The initial contract is for seven months, renewals maybe made at 1 year intervals not to exceed a total of two years.
- Q13.** Has the current contract gone full term?
- R13.** N/A. This will be a new service for the State.
- Q14.** Have all options to extend the current contract been exercised?
- R14.** N/A. This will be a new service for the State.
- Q15.** Who is the incumbent, and how long has the incumbent been providing the requested services?
- R15.** N/A. This will be a new service for the State.
- Q16.** To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?
- R16.** The State prefers that any contracted Call Center be located in the State of Alabama; however, it is a requirement that it be located in the United States.
- Q17.** How are fees currently being billed by any incumbent(s), by category, and at what rates?
- R17.** N/A. This will be a new service for the State.



Q18. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

R18. N/A. This will be a new service for the State.

Q19. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.

**R19. a) Call via 1-800 # to IVR/Customer Service Representative
b) Call via Teletypewriter
c) E-mails
d) On-line live Chat**

Q20. Is previous experience with any specific customer information systems, phone systems, or software required?

R20. No.

Q21. What is the minimum required total call capacity?

R21. Based on 2020 P-EBT program it is estimated that call center will receive an average of 1,200 – 1,500 calls. (Please note that there will be times when the call volume is much heavier and times when call volume will be considerably lighter.)

Q22. What is the minimum simultaneous inbound call capacity?

R22. Based on 2020 P-EBT program it is estimated that call center an average of 100 simultaneous inbound calls (Please note that there will be times when the inbound call volume will be much heavier and times when inbound call volume will be considerably lighter.)

Q23. What is the maximum wait time?

R23. Wait times must adhere to the current industry standards: at least 80% of calls answered within 20 seconds.



Q24. What is the maximum hold time?

R24. Wait times must adhere to the current industry standards: at least 80% of calls answered within 20 seconds.

Q25. What percentage of inbound calls must be answered by a live operator?

R25. There is no specific percentage of calls that must be handled by a live operator; however, during business hours (Monday – Friday; 7:00 am – 6:00 pm cst), callers must be able to easily access a customer service representative.

Q26. What percentage of calls must be resolved without a transfer, second call, or a return call?

R26. As per Industry Standards, 70-75% of issues should be resolved on the first call.

Q27. What is the maximum percentage of calls that can be terminated by the caller without resolution?

R27. 97% of all callers who speak with a Customer Service Representative should have some type resolution which may include directing caller to disputes unit, directing caller to a supervisor, or taking clients information to forward to Alabama Department of Human Resources or Alabama State Department of Education.

A maximum of 15% of calls may be terminated by caller without resolution (hang-ups prior to speaking with a representative)

Q28. Is there a minimum or maximum number of operators and supervisors?

R28. There isn't a minimum nor maximum number of operators and supervisors required; however, the call center must be sufficiently staffed to meet ALL current Industry Standards.

Q29. What are the call center's hours of operation?

R29. Clients must be able to access a live Customer Service Representative Monday-Friday; 7:00am – 6:00pm cst. IVR services must be available 24 hours/day 7 days/week.

Q30. What are the required language options?

**R30. a) English,
b) Spanish, and**



c) Other – At a minimum a Customer Service Representative must be able to connect to an interpreter service, which would allow customer service representative to communicate with a caller speaking any other language.

Q31. What is the required degree of dedication for the call center?

R31. This call center will deal exclusively with calls regarding the States P-EBT program.

Q32. What is the required degree of dedication for the operators?

R32. This call center will deal exclusively with calls regarding the States P-EBT program.

Q33. 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?

R33. The Call Center can be IVR driven; however, callers MUST be able to EASILY connect to a customer service representative as needed.

Q34. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

R34. All communications with callers must be recorded, and the recordings must be maintained for 3 years plus current (until September 2024). The call center must be able to produce the recording of any call and provide it to the State within 24 hours.

Q35. What information is to be included in call logs?

R35. Please see preliminary information in Section 3.3 of the RFP. Additional information will be discussed with the selected vendor.

Q36. What was your average monthly call volume over the past year?

R36. N/A. This will be a new service for the State.

Q37. What is the current number of seats for operators and supervisors at your existing call center?

R37. N/A. This will be a new service for the State.

Q38. What is the current average wait time for phone calls?

R38. N/A. This will be a new service for the State.



Q39. What is the current average handle time for phone calls and other types of communications?

R39. N/A. This will be a new service for the State.

Q40. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

R40. See Response to Q34 above.

Q41. What are the recording and storage requirements for non-phone communications?

R41. All communications with clients must be maintained for 3 years plus current (until September 2024)

Q42. What is the current average after-call work time for operators?

R42. This will be a new service for the State. There is no historical data available.

Q43. Over the past year, what is the percentage of calls received in English versus non-English?

What time of day, days of the week, or times of the year do calls typically peak?

R43. This will be a new service for the State. There is no historical data available.

Q44. Over the past year, what percentage of calls received were in Spanish?

R44. This will be a new service for the State. There is no historical data available.

Q45. What time of day, days of the week, or times of the year do calls typically peak?

R45. This will be a new service for the State. There is no historical data available.

**Q46. Whether companies from Outside USA can apply for this?
(like, from India or Canada)**

R46. The call center must be located within the United States.

Q47. Whether we need to come over there for meetings?

R47. Due to COVID-19, the majority of our meetings are being conducted virtually via teams, WebEx, or Zoom.



Q48. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

R48. The call center must be located within the United States.

Q49. Can we submit the proposals via email?

R49. No.

Q50. How long is training ?

R50. The State will provide Vendor with the information that Customer Service Representatives (CSR) will need to answer client questions. The State anticipates that it would take at a maximum 4 hours to be trained on that information. Vendor would be expected to train CSRs on usage of the Vendor's software.

Q51. How many FTE is the State planning for this project?

R51. This information is not available at this time.

Q52. Will agents be working on the State's system?

R52. No.

Q53. If possible, please provide an estimate of the calls/chat expected either on a daily or hourly basis.

R53. This is a new service for the State. There is no historical data available.

Q54. If possible, please provide the average call handle time (including chats).

R54. It is the State's expectation that the selected Vendor will adhere to all the current industry standards (Currently the Average Handling Time (AHT) is 6 mins 3 secs/call.)

Q55. Are training materials provided and can the training be done virtually?

**R55. The State will provide the Vendor with a pre-recorded training outlining how Call Center is expected to utilize the information which it will receive from the State to assist callers.
Yes, training can be conducted virtually.**



Q56. Will there be a train-the-trainer session provided?

R56. See R55 above

Q57. Will the vendor be using your CRM?

R57. No

Q58. 1,15, Section 3.1

Are there existing state systems that will be available to assist CSR's/Dispute Resolution Specialists in the identification/verification of benefits for clients?

If the answer to the above question is "yes", how many systems would the CSR's/Dispute Resolution Specialists need access to?

If the answer to both of the above is "yes", approximately how long does the process for granting permissions to access those systems take?

R58. Vendor will be provided a flat file which will be transferred using their Secure File Transfer Protocol (SFTP) Server. The file will contain all the information which the Vendor will need to answer frequently asked questions. Vendor will be expected to utilize its own software and processes to search file to respond to caller questions.

Q59. 1;6,N/A

There is no requirement numbered 3.2. Will the State please confirm there is no requirement missing?

R59. There is no missing requirement (numbering error)

Q60. 115, 22 3.1, 5.1, 5.3 In Section 3.1 "Chat" must be offered. Sections 5.1 and 5.2 specify "Chatbot." We understand "chatbot" to be a software tool to simulate a text conversation. We understand "chat" to be live chat, meaning the text conversation is supported by a human customer service representative. Will the State please clarify the requirement for live chat with a human, a chatbot software tool, or both?

R60. The Vendor is required to offer live "Chat". Chatbots are not required.

Q61. 1 25 Appendix A

The standard terms and conditions do not address limits on the contractor's liability. Will the Department accept commercially reasonable parameters regarding limitation of liability that do contravene state law and to clarify that the limit in the agreement is an aggregate limit not to exceed 2x fees paid to contractor?



R61. The final contract will be negotiated with the selected Vendor.

Q62. 1 26 Appendix A

To the extent the Department terminates the contract for convenience, we would seek to be compensated for all work performed in accordance with the contract, to the date of termination. We do not believe any such compensation should be subject to adjustments without further explanation regarding circumstances under which such adjustments would be made.

R62. The final contract will be negotiated with the selected Vendor.

Q63. 1 26 Appendix A

Will the Department agree to include a period of time for the contractor to cure any alleged breach before termination, so the contractor has the opportunity to fix any issues or delays before termination?

R63. The final contract will be negotiated with the selected Vendor.

Q64. 1 26 Appendix A

Will the Department agree to add language that limits the contractor's indemnity obligations to third party claims and limits the "cost of defense thereof" to "reasonable cost of defense thereof"?

R64. The final contract will be negotiated with the selected Vendor.

Q65. 1 26 Appendix A

Will the Department agree to add language that excludes from the contractor's indemnity willful misconduct from Department, its elected and appointed officials, agents, and employees?

R65. The final contract will be negotiated with the selected Vendor.

Q66. 1 27 Appendix A

Due to the changing nature of the COVID-19 pandemic and the fact that the Department may also change policies and procedures accordingly, will the Department agree to negotiate an equitable adjustment to fees and/or time required for the performance if there is a change in law, Department policy or procedure that materially impacts the services provided and/or the cost to the contractor to provide such services?

R66. The final contract will be negotiated with the selected Vendor.



Q67. 1 16 Section 3.1

Please provide more detail about the vendor access to DHR and ALSDE eligibility information – is the DHR or ALSDE system the system of record?

R67. Vendor will have access to the information required to assist P-EBT households.

Q68. 1 15 Section 3.1

To effectively plan for sufficient CSR capacity, please provide the number of students enrolled in NSLP, the number of students eligible for NSLP, and the number households.

R68. The State estimates that approximately 585,000 children will be eligible to participate in the P-EBT program.

Q69. 12 15 Section 3.1 Regarding the Customer Service Call Center, does the information posted in the state Procurement Library provide telephony current and projected volumes and metrics? If not, please provide volumes & metrics to aid in the estimation process.

R69. This is a new service – we have no historical data.

Q70. 13 N/A N/A Please provide details regarding the following: Is the state system accessed via a web browser? If not, please provide method of access.

Will the state allow a network communication using an internet site secure VPN tunnel for accessing the state system?

R70. Please refer to R58.

Q71. 14 10 Section 1.8.1

As a result of COVID-19, will the State consider accepting electronic submissions? Will electronic signatures be acceptable on required forms?

R71. Electronic submissions are not permissible.

Q72. 15 1 Instructions to Vendors To provide vendors adequate time to review the State's responses to vendor questions and tailor proposal solutions to support the State's needs appropriately, will the State extend the deadline from April 22 to April 29?

R72. Proposal Due Date has been extended to April 23, 2021



Q73. 16 19 Section 4.2.5.2 Given the length of audited financial statements and the associated appendices often included with these statements, will the State exclude the financial statements requested in Section 4.2.5.2 from the 100-page response limit?

R73. No.

Q74. 17 17 Section 4.2 Will the State allow vendors exclude the 12-point font requirement for graphics and tables?

R74. No.

Q75. 18 17 Section 4.2 For hardcopy responses, will the State accept proposals that utilize 3 ring binders?

R75. Yes.

Q76. 19 10 Section 1.8.1 Will the State allow the 1 electronic copy to be submitted on USB?

R76. Yes.

Q77.2 23 Schedule VI-1 In order for bidders to be scored consistently, please define the minutes to be used in the Call Center Agent Fee Cost per Minute calculation.

R77. Please review Evaluation Criteria for scoring criteria, Section 6.0.

Q78. Section 3 (Types of Services 3.1, page 15). It states, "The vendor must propose standards for client access to customer service including, but not limited to, number of rings and average time". Please provide any historical call distribution reports showing the call arrival patterns (by hour, day, week, and/or month) for the inbound calls.

R78. This is a new service. There is no historical data available.

Q79. Section 3 (Types of Services 3.1, page 15). What is the anticipated Average Handle Time per call (including talk, hold and after-call work time)?

R79. It is the State's expectation that the selected Vendor will adhere to all industry standards (currently Average Handling Time (AHT) is 6 min 3 secs/ Call).



Q80. Section 3 (Type of Services 3.1, page 15). It states, The Vendor must provide sufficient CSR capacity to meet the contractual service standards for client calls". Please provide any historical volume for the inbound call types.

R80. This is a new service. There is no historical data available.

Q81. Section 3 (Types of Services 3.1, page 15). It states, "TTY capability must be provided to clients with hearing disabilities". Please confirm what are the translation & TTY volumes expected to be, and what is the current technology utilized for handling both? a. Does the Department already use a translation services' company, and if so, will that service be extended to the selected vendor to use?

R81. Yes, the State currently uses a translation service. The Vendor will be responsible for providing its own translation service. The State currently uses TTY services (1-800-548-2456).

Q82. Section 3 (Types of Services 3.1, page 15). It states, the Customer Service Call Center will handle client questions related to Pandemic". Please confirm if the Department would allow remote agents working from our network of office locations including our virtual contact center on this program given the current pandemic environment.

R82. Yes, as long as the agents are located within the United States the Vendor is allowed to utilize a network of offices as well as virtual centers.

Q83. 6. Section 3 (Types of Services 3.1, page 15). It states, the Vendor must provide customer service to reach live, Department be providing the telephony technology (phone system/ACD/PBX)?

a. If the Department provides the telephony technology, what technology do you use?

b. If selected vendor is to provide the telephony technology:

How will the calls be delivered to the selected vendor? Do all calls need to be recorded? iii. If so, what are the storage retention requirements for recordings?

R83. The State will not be providing any technology. The State will provide the toll-free number which will be pointed to the Vendor's local phone number. Yes, all calls must be recorded and those recordings must be maintained for three (3) years plus current (September 2024).



Q84. 7. Section 3 (Types of Services 3.1, page 15). It states, “Clients should be able to reach the Customer Service Center via a toll-free “1-800” number”. Please confirm if the Department will provide the Toll-Free Number, as it relates to this engagement?

R84. 1-800-410-5827

Q85. 8. Section 3 (Types of Services 3.1, page 15). Please provide a high-level network diagram with the Q&A responses to show how the Vendor would integrate with the Department’s applications and systems?

R85. See R58

Q86. Section 3 (Types of Services 3.1, page 15). It states, “The Customer Service Center must also offer the clients a “Chat” option”. Please confirm if the Department will provide this technology, or is the Vendor required to provide this technology.

R86. The Vendor will need to provide a live “Chat” option with all necessary technology to support the “Chat”.

Q87. Does the Department utilize a Work Force Management (WFM) system that will be extended to the selected vendor for this engagement? a. If so, what WFM software does the Department utilize.

R87. No.

Q88. What are the desired desktop requirements?

R88. Not Applicable see R58

Q89. What is the estimated bandwidth per user?

R89. Not Applicable see R58

Q90. Regarding training, please clarify if the Department has existing training materials (e.g. instructor-training guide and a trainee guide) developed for the call handling and chat handling components of this RFP and that they will be shared with the selected vendor. a. If the training materials do not exist today, will the Department or selected vendor be responsible for creation and development of the respective training guides?

R90. The Vendor will be responsible for training the Customer Service Representatives. The State will provide the Vendor with the information needed to answer the caller questions.



- Q91.** Please provide the anticipated initial training length (in total number of days) for new agents to become familiar with the Department's system(s), processes, and procedures as it relates to this engagement. Please provide both the initial classroom training days and any on-the-job (nesting) training days separately.
- R91.** The Vendor will be responsible for training the Customer Service Representatives. The State will provide the Vendor with the information needed to answer the caller questions.
- Q92.** Section 3 (Types of Services 3.1, page 16. It states, "The Vendor must supply an electronic mechanism to track, monitor and resolve all address changes and allotment disputes". Please describe how the Department currently tracks, monitors, and resolves address changes today.
- R92.** This is a new system therefore there is currently not a tracking system. However, the State is willing to work with the selected Vendor to develop requirements for a system to track, monitor, and resolve address changes.
- Q93.** Will the Alabama Department of Human Resources (DHR) provide the public facing toll free number or will the vendor have to provide the number?
- R93.** The State will provide the public facing toll free number.
- Q94.** Section 3.1 pg.15 "1-800" Number What are historical and expected call volumes by day?
- R94.** This is a new service. There is no historical data available.
- Q95.** Section 3.1 pg.15 "1-800" Number What is the average handle time historically and expected?
- R95.** It is the States expectation that the Vendor will meet or exceed all current industry standards related to service Calls.
- Q96.** Section 3.1 pg.15IVR Language Options
Do you want the vendor to provide interpreter service or will you provide it?
- R96.** Vendor must provide their own interpreter services.
- Q97.** Section 3.1 pg.16 ID Verification. Will the State be providing agents access to the State systems with client P-EBT data for ID Verification, or is the expectation that our systems should interface with those systems via computer telephony integration (CTI)?
- R97.** No. See R58.



Q98. Section 3.1 pg.16 Card Cancellation. Will the State be providing agents access to the State systems with client P-EBT data for card cancellation, or is the expectation that our systems should interface with those systems via computer telephony integration (CTI)?

R98. No. Call Center will not be required to cancel P-EBT cards.

Q99. Section 3.1 pg.16 Card re-issue. Will the State be providing agents access to the State systems with client P-EBT data for card re-issue, or is the expectation that our systems should interface with those systems via computer telephony integration (CTI)?

R99. No. Call Center will not be required to re-issue P-EBT cards.

Q100. Section 3.1 pg.16 Allotment Disputes. Can you clarify if Vendor CSR's will deal only with P-EBT clients calling in and not with schools?

R100. CRSs will be required to deal solely with the P-EBT clients.

Q101. Section 3.1 pg.15-16 Services Provided. Clarify if the Vendor will be providing Telephony, Chat, Ticketing system to interface with State Systems?

R101. Not Applicable see R58.

Q102. Section 3.1 pg.15 Type of Services. Is there a VPN or VDI required to access your system?

R102. Not Applicable See R58.

Q103. Section 3.1 pg.15 Type of Services. Will the State provide laptops for agents or is this the Vendor's responsibility?

R103. All hardware requirements will be responsibility of the Vendor.

Q104. Section 3.1 pg.15 Chat. Will the State please clarify if the "Chat" option is intended to be self-help with Artificial Intelligence, (AI) or if Chat is managed by CSR's?

R104. The Vendor must provide a live "Chat" option.



Q105. Section 4.2.5.2 pg.19 Vendor Financial Stability. As a private partnership, we do not have audited financial statements. As an alternative, can we provide financial information and/or a D&B report?

R105. Vendor can submit bank statements for those years requested in RFP.

Q106. Section 1.7.1 Acceptance of Standard Terms Conditions. Appendix A 25 Charge Backs. We request the Department remove this clause. We believe this to be inapplicable where we are a contractor versus a subrecipient. This, if not removed, would possibly impact our response as to cost and our ability to respond. N/A

R106. The final contract will be negotiated with the selected vendor.

Q107. Section 1.7.1 Acceptance of Standard Terms Conditions Appendix A 26 Hold Harmless / Indemnification Would the Department please consider the following revisions to the clause entitled Hold Harmless/Indemnification? These are to clarify the scope of our obligations. Without these changes, this clause would possibly impact our response as to cost and our ability to respond.

Proposed change to language:

HOLD HARMLESS/INDEMNIFICATION: The contractor agrees to hold the Department, its elected and appointed officials, agents, and employees, while acting within the scope of their duties as such, harmless from and against all third party claims, demands, causes of action of any kind or character, including the cost of defense thereof, arising in favor of the contractor's employees or third parties on account of bodily or personal injuries, death, or damage to real or tangible personal property to the extent (i) arising out of the contractor's breach of this agreement in its services performed or in its omissions of services, or (ii) in any way resulting from the negligent acts or omissions of the contractor and/or its agents, employees, representatives, assigns, subcontractors, in performing the services hereunder, except for acts of omission resulting from the sole negligence of the Department, under this agreement.

R107. The final contract will be negotiated with the selected vendor.

Q108. Section 1.7.1 Acceptance of Standard Terms Conditions Appendix A27 Termination of Contract: Would the Department please consider the following revisions to the clause entitled Termination of Contract? These changes allow for us to endeavor to cure and to professionally wind-down, which benefit the Department.



Proposed change:

TERMINATION OF CONTRACT: Unless otherwise stated, the Department may, by ten (10) business days' prior written notice to the contractor, if not cured within that period, terminate the contract in whole or in part at any time the contractor fails to perform the contract, or for convenience upon thirty (30) days' prior written notice.

R108. The final contract will be negotiated with the selected vendor.

**Q109 Section 1.7.1 Acceptance of Standard Terms Conditions
Appendix A New Limitation of Liability**

In the resulting contract, would the Department please consider negotiation and addition of a reasonable limitation of liability and a disclaimer of

consequential, indirect, incidental, exemplary, and punitive damages? The ability to include such a limitation in the resulting contract is critical to our ability to respond.

R109. The final contract will be negotiated with the selected vendor.

Q110. Will the Alabama Department of Human Resources (DHR) provide the public facing toll free number or will the vendor have to provide the number?

R110. The State will provide the public facing toll free number.

Q111. If the toll-free number will belong to DHR can we just provide a toll number to which calls can be routed to us?

R111. Yes.

Q112. Under this RFP can we provide work from home agents or do all agents have to work out of a brick and mortar call center?

R112. Customer Service Representative may work from home; however, they must be located within the United States.

Q113. Can staff be hired anywhere in the continental US or do we have to hire call center agents in Alabama?

R113. Yes, staff may be hired anywhere in the continental United States.



Q114. Does vendor need to have a physical site in Alabama?

R114. It is the State's preference that the Vendor be located in Alabama, however if the Vendor is unable to meet this requirement, the State will consider Vendors located in other states. Vendor must be located in the United States.

Q115. Will DHR entertain proposal for calls being handled outside the Continental US?

R115. No.

Q116. Will DHR or ALSDE provide access to vendor to any systems to service calls if so which systems and how will this access be provided?

R116. No.

Q117. Can any historical call volume data by hour/day/month be provided? Number of calls received, average handle time etc. 12. How much training does DHR anticipate it will take for an agent to be prepared to handle calls (number of classroom hours/business days)?

R117. This is a new service. No historical data is available.

Q118. If no historical data is available can any estimates be provided that we may use for staff modeling?

R118. The State anticipates serving approximately 585,000 students through this program.

Q119. Will we be allowed to use the interpreter service that DHR may be using for non- English and Spanish calls or will we need to contract with our own interpretation service?

R119. The Vendor will be required to provide its own interpreter service.

Q120. Will DHR provide a train the trainer to our training staff?

R120. There will be some high-level training offered to provide guidance on how call center is expected to respond to frequently asked questions and handling of data received through secure file transfer.

Q121. How much training does DHR anticipate it will take for an agent to be prepared to handle calls (number of classroom hours/business days)?

R121. A maximum of 4 hours training time will be required.