

**WRITTEN RESPONSES TO QUESTIONS  
RFI# 15-630-8000-1000**

**November 7, 2014**

	<b>Question</b>	<b>Response</b>
1	Please provide historic call volume by month/week/hour for each call type, as well as historic and anticipated average handle time for each.	<p>CSED: 20,000 to 30,000 live calls per month answered by HMS 10,000 to 20,000 calls to automated teller line (KIDS)</p> <p>FHB: 1,200 calls answered monthly</p> <p>OIG: 1,000 calls to the fraud hotline.</p> <p>MAD: Information is available on HSD’s website.</p> <p>ISD: Approximately 55,000 calls per month.</p>
2	Please clarify “monitoring activities” in question 12.	HSD is considering various measures and reporting requirements in an RFP for Customer Support Services. Under the Respondents current contracts, how does the Respondent/Payer measure the service that is provided pursuant to those agreements. Does the Respondent submit IVR statistics, Service Desk tools statistics, and customer surveys? What recommendations does the Respondent have in order for HSD to monitor all activities?
3	Please provide the anticipated SLAs for the RFI.	Respondents are welcome to provide a matrix of what is required under current contracts and/or industry standards in response to this question. Currently, HSD evaluates: hold-times; first-call resolution, and abandonment rate.
4	Please provide anticipated hours of operation for the contact center.	<p>Current hours of operation are 8:00 am to 5:00 pm (MT).</p> <p>Respondents are welcome to submit alternative proposals as to how effectively provide Customer Support Services.</p>
5	Will any licenses be required for either the agents or organization to handle requested contact service.	Respondents will be required to provide program specific training and security requirements will have to be met. HSD will work with Respondents to develop training tools and approve all training tools/security requirements before “go-live.” In addition, HSD will provide oversight to ensure that training is up-to-date and security requirements

		are met.
6	Is it preferred or required that the call center reside within the State of New Mexico or will you consider support from outside the State?	Yes, however, HSD will consider alternative proposals, including back-up centers/assistance, when appropriate.
7	Is this RFI for call center technology to be used by agents provided by the State or for a complete call center, including agents, supervisors and all supporting infrastructure?	The RFI is intentionally left open to permit Respondents to submit alternative solutions.
8	How many toll free numbers will be required?	HSD's intent is for a single toll free number to be available for all HSD customers. Respondents may propose alternative mechanisms after this single point of entry.
9	How many concurrent/simultaneous agents/supervisors?	Respondents may propose staffing models that best suit HSD's needs and Respondents' proposed solutions. Staffing models must include Spanish speaking individuals and alternative language capabilities.
10	How many agent groups are required to take calls?	Respondents may propose staffing models that best suit HSD's needs and Respondents' proposed solutions.
11	Are the agents cross trained to take multiple type of calls, can they be in multiple groups at the same time?	The RFI is intentionally left open to permit Respondents to submit alternative solutions.
12	Do they want calls recorded? If so, how long are the call records stored?	HSD's intent is to have calls recorded and retained for a period of no less than three (3) months. Respondents will be required to perform quality assurance checks as may be recommended by the Respondents.
13	Are they looking for any kind of virtual hold applications (hold callers place in queue and call them back)?	Under current contracts, callers are given the option to leave a voice message while on hold and be contacted back within two (2) business hours. Respondents are welcome to submit alternative solutions.
14	Will there be any data collected to be passed to the agent?	Respondents will be required to conduct identity verification prior to answering any case-specific questions. Respondents may also receive program eligibility, medical, and tax information. Respondents are welcome to submit alternative solutions as to the most

		efficient manner to collect such data.
15	Is there any self-service applications for the IVR? If so, what are they?	<p>CSED: Under HSD's current contract with HMS, callers press 1 if calling from a touchtone phone and then have a choice of 1/2/3 based on the type of caller (employer, party to a child support case, etc.). After that, there is an option to enter the CSED case number. If customers wish to hear automated information on their cases, they are directed to call alternative number.</p> <p>MAD: There is a Medicaid portal that both providers and applicants can access.</p> <p>ISD: IVR self-service is available for calls requesting information about program eligibility but not to complete an application. For applications, there is a self-service website that permits clients to complete a new application, renew a case, and to report a change.</p>
16	Is text to speech required by the IVR for any of the applications?	This is not part of the current model. Respondents are welcome to submit alternative solutions.
17	Is there database integration required? If so, does the database have web services access?	Database access is provided, when appropriate. Web service access does not currently exist. Respondents are welcome to submit alternative proposals that incorporate concepts such as database integration.
18	Are they looking for any type of CTI – screenpop applications?	HSD believes that CTI would be extremely useful, especially features that will assist with call reporting. Respondents are welcome to propose alternative/solutions to meet HSD's needs.
19.	Are they looking for web chat or email interactions directed to agents as well as voice, now or down the road?	HSD is looking to leverage technological solutions, such as web chat. Respondents are welcome to submit alternative proposals/solutions that may best meet HSD's needs.
20	Do they have sample call flows?	No.
21	Do all agents have 10 digit DIDs or POTs lines where they can be reached?	Respondents are encouraged to present solutions to identify customer support service representatives.
22	Are there specific reporting capabilities that are required by the State that go beyond standard Contact Call centers?	HSD will require reporting capabilities to substantiate the vendor's monthly billing of deliverables. Respondents are welcome to submit alternative reporting capabilities to assist HSD in developing its RFP. HSD is considering reporting in such areas as: program, demographics, average call time, first call resolution, and other standards.

23	How are TTY calls handled today?	HSD are required to present solutions on how TTY calls should be handled.
24	Do they have a preference on the CRM package?	No, Respondents are welcome to present solutions that best meet HSD's needs.
25	On page 3, Section 1.B.4, it states, "HSD administers services to more than 800,000 . . ." Of this 800,000 population, can you please share how the 800,000 population is disbursed between your various programs?	<p>As a snapshot:</p> <p>CSED: Currently, CSED handles over 64,000 open cases around the State providing child support services to over 92,000 children.</p> <p>MAD: Currently, there are approximately 740,000 annual Medicaid recipients.</p> <p>Supplemental Nutrition Assistance Program (SNAP) – 215,942 monthly recipients.</p> <p>Temporary Assistance for Needy Families (TANF) – 14,682 monthly recipients.</p> <p>General Assistance (GA) – 2,912 monthly recipients.</p>
26	Of the estimated 125,000 monthly average call volume, can HSD represent the distribution of calls between: CSED, Medicaid applications, general recipient questions, providers, MAD programs, ISD programs, and general calls?	See Response to Question No. 1.
27	Please provide examples of the type of internal customer support for MAD and ISD programs.	HSD does not believe that this is relevant as HSD is seeking solutions from the Respondents. Respondents should be familiar with HSD's programs (information about HSD's program is available on HSD's website) and devise appropriate solutions that includes program eligibility, case information, reporting, and requests for fair hearings.
28	Upon HSD's finalization of the RFI, can respondents expect feedback on their presented solutions? Will HSD communicate to respondents their	It is very likely that the information provided by Respondents will be included in RFP(s) to procure appropriate systems/services. As such, HSD will be unable to provide feedback.

	final RFI decision/outcome?	
29	Following finalization of the RFI, will HSD issue a list a respondents?	A list of respondents will be posted on HSD’s website. As of this date, HSD is making available a list of all respondents that have submitted “Acknowledgement” forms.
30	Can you please define what you mean by “Unsolicited Proposal” per the reference in II,C.9?	At this point in the process, HSD will accept responses to the RFI from entities that present viable solutions. An “unsolicited proposal,” for purposes of this RFI, is ones that fail to address at least one component of the RFI or are untimely.
31	What are the current days of operation for each center?	See Response to Question No. 4.
32	What are the hours of operation for each center?	See Response to Question No. 4.
33	Is there a desire to extend operating days/hours for coverage?	Not at the present time. Respondents are welcome to propose alternative schedules that can be considered based upon cost, efficiency, and technology.
34	Is there a self-service aspect (IVR/VRU) in place today?	See Response to Question No. 15.
35	Are there any restrictions on where the call center must be located?	See Response to Question No. 6.
36	What are the job requirements for the contractor’s employees? Educational degree, background, experience?	HSD does not have any specified educational level for call center employees. Respondents are encouraged to recommend educational and/or experience levels that are appropriate to meet HSD’s need. Respondents are responsible for any misconduct, negligence, etc., of its employees.
37	Any specialized certifications required to handle any of the call types (licensing, training, certifications, etc.)?	<p>CSED: No.</p> <p>BHSD: No because there the New Mexico Crisis and Access Line in operation with appropriately credentialed clinicians staffing the line. Respondents will be required to identify a “crisis caller” in need of behavioral health services and directly transfer them to the Crisis and Access Line without being abandoned.</p> <p>ISD: No.</p> <p>Respondents’ employees will be required to have program training, HIPAA, IRS, civil</p>

		rights, and security training/certification.
38	Are current vendors able to meet specialized demands in the existing workforce?	Yes. However, there are seasonal and open-enrollment periods that cause delays. Respondents may propose alternative solutions, such as back-up employees, to assist during high-volume periods.
39	How long is the initial orientation and training period for a new hire, in each center?	<p>CSED: HMS trains its employees approximately two (2) weeks.</p> <p>FHB and OIG employees are trained for six (6) months, however these employees deal with all aspects of the Fair Hearings Bureau and the Office of Inspector General. It is anticipated that customer support service center employees would need approximately two (2) weeks of training.</p> <p>ISD: Current training is two (2) weeks; however, this is based on the fact that these individuals are current case workers.</p> <p>Respondents should note that this is not an RFI for assessment of HSD's current vendors and/or practices.</p>
40	Where are the contract centers with Health Management and Xerox located? How many FTE do they devote to their programs?	<p>Xerox is located in Albuquerque, New Mexico.</p> <p>HMS is located in Santa Fe, New Mexico. To date, HMS has approximately 25 FTEs.</p> <p>Respondents should note that this is not an RFI for assessment of HSD's current vendors and/or practices.</p>
41	What is the average call length (if it varies by call type it would be good to know, by type)?	<p>CSED: The average call length is approximately five (5) minutes, including holding time. The automated calls to the KIDS line takes approximately 1 ½ - 2 minutes and the live calls average approximately 6-7 minutes.</p> <p>MAD: See reports posted to HSD's website.</p> <p>FHB: The average call length is 5 – 8 minutes.</p> <p>OIG: The average call length is 10 minutes for fraud hotline calls.</p> <p>ISD: The average call time is five (5) minutes. This includes staff making changes and processing cases which will probably not be included as a deliverable in HSD's RFP for</p>

		customer support services.  Respondents should note that this is not an RFI for assessment of HSD's current vendors and/or practices.
42	Any significant after call work required by the associates for any of the call types?	ISD: No. Anything requiring a change, interview, or system update will be redirected. The customer support services center will only be utilized to handle inquiries.  Respondents should note that this is not an RFI for assessment of HSD's current vendors and/or practices.
43	Is it required that the selected outsourcer have direct past experience with the Human Services Department?	No, however it would be preferred.
44	Are there credit card transactions or other forms of payment that would require Payment Card Industry – Data Security Standards (PCI-DSS) compliance?	HSD is exploring this option and has entered in to contract negotiations with a vendor to provide this service. Respondents are welcome to provide alternative solutions.
45	Is there medical information in the process that would require Health Insurance Portability and Accountability Act (HIPAA) compliance?	Yes, as well as tax information which requires additional security training.
46	Which vendor provides the current CRM System and when was it acquired?	There are several different vendors, depending on the program.  Respondents should note that this is not an RFI for assessment of HSD's current vendors and/or practices.
47	How will the Department acquire the future System (RFP/State Contract/Sole Source)?	See section II. B. 7. Finalization of RFI
48	Are you able to indicate an estimated time frame in which the	As early as January 2016, but more likely, July 2016.

	Department would like to acquire the System?	
49	Will the Department be making any additional procurements as part of this overall effort?	Possibly. HSD may consider a “system vendor” as well as “human capital” vendor in order to meet its needs.
50	Are you able to indicate an estimated costs for the CRM System?	No.
51	How will the Department fund the CRM system?	Currently, HSD has budgeted CRM systems via its various divisions. HSD will leverage the services to one or more vendors pursuant to an RFP. In future years, HSD will request CRM services to be funded directly to the Department and, if approved, will have a department line item for these services.
52	Does the Department plan to hire a consultant to assist with the CRM system effort? If so, are you able to indicate how the Department will acquire the Consultant and an estimated time frame in which the Consultant may be hired?	Not at this time.
53	Can HSD make RFP#11-630-00-18244 available so vendors can review the technical and business specifications related to MAD systems access, applications, architecture, and interfaces?	11-630-00-18244 does not exist. RFP # 10-630-00-18244 Medicaid Fiscal Agent Services can be view on the State Purchasing Website by clicking on the following link: <a href="http://www.generalservices.state.nm.us/statepurchasing/ITBs_RFPs_and_Bid_Tabulation.aspx">http://www.generalservices.state.nm.us/statepurchasing/ITBs_RFPs_and_Bid_Tabulation.aspx</a>  Respondents to this RFI should not be guided by the decisions or parameters that were associated with earlier RFPs.
54	Pending access and review of RFP#11-630-00-18244, are you aware of any mandatory Vendor qualifications or certification requirements under that procurement that we should be	Respondents to this RFI should not be guided by the decisions or parameters that were associated with earlier RFPs.

	aware of?	
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**LEGEND**

- BHSD Behavioral Health Services Division
- CSED Child Support Enforcement Division
- FHB Fair Hearings Bureau
- OIG Office of Inspector General
- HMS Health Management Systems, Inc.
- ISD Income Support Division
- ITD Information Technology Division
- MAD Medical Assistance Division