RFP Questions and Answers

Q1 Will a fully remote, cloud-based contact center service solution with a work-from-home staffing solution be considered for this opportunity?

Answer: There is no restriction on submitting a proposal that utilizes a fully remote, cloud-based contact center service solution with a work-from-home staffing solution.

Q2: Please confirm what is meant by this instruction of 250 words or uploaded explanation to the RFP response? Does this mean a maximum of 250 words if added to the editable PDF or an unlimited word count if uploaded separately?

Example: What else is important to know about your organizational capacity to meet the challenges faced by WA 211. (1,250 characters, 250 words or upload explanation to the RFP response.)

Answer: The pdf fillable document has a character count limit applied to the question. The word count is an approximation of the number of characters allowed for the question. Both the character and the word count are noted by question.

For responses that contain critical information about your organization or proposed approach to implementing a one contact center model, an uploaded document with a response over any specified word count may be used. Please keep in mind that this is not the intent for all responses, but only those where the word count limits your ability to answer the question fully.

NB: Please indicate in the RFP fillable pdf the name and question number of the document uploaded so the reviewers can tie the document to the question.

Q3 **On Page 2, Organizational Profile #7 – (1,250 Characters, 250 Words):** Is only #7 restricted to the maximum 250 words.

Answer: On Page 2, both Organizational Profile #7 and #8 indicate a limit of (1,250 Characters, 250 Words)**.** Please see Q1 above.

Q4 **Page 1, Executive Summary (5000 Characters, 1000 words) – 4th Bullet**: Current or intended partnerships and collaborations that can be leveraged to help lead a sustainable 211 service delivery model. With the limitation to 1000 words for the

five sections, can additional information on partnerships and collaborations be submitted as an attachment?

Answer: Yes. Please see answers to Q1.

Q5 At the June 6 RFP Review Session, it was asked if the PowerPoint could be sent out, and it was affirmed that it would be made available. Will that be provided on the website or sent to those attending the RFP Review Sessions?

Answer: The powerpoint from the RFP Review Session is available on the website along with the scoring rubric.

Q6 Are annual assessments of risk considered equivalent to a **Technology Security Audit?**

Answer: There is no requirement for a technology security audit. However, if you have such a document it will fully answer the question without explanation, so just the document can be uploaded. Otherwise, describe how your organization safeguards against potential risks and threats to data and privacy.

NB: Please indicate in the RFP fillable pdf the name and question number of the document uploaded so the reviewers can tie the document to the question.

Q7 Should **references** be from partner organizations, community stakeholders, or those familiar with our work in the 211 system, our own employees, partner organizations?

Answer: Letters of support/references could be used to support a specific question documenting another organization's perspective about your organization's role in and ability to implement a specific strategy, collaborate with others, or take an initiative to the next level. We suggest at least two letters of references that support your response.

Q8 Are there any guidelines on format or content for the **Implementation Plan**?

Answer: There are no requirements for the implementation plan format, as each organization likely has its own work plan format. The plan should include each activity related to transition and implementation with begin and end dates. This document should be uploaded.

NB: Please indicate in the RFP fillable pdf the name and question number of the document uploaded so the reviewers can tie the document to the question.

Q9   Are there any guidelines on format or content for the **Business Continuity Plan**?

Answer: A business continuity plan might be operational policies and procedures or an integrated document with all aspects of what to do when operations are disrupted. Please upload what documents, policies or procedures you reference during these times. If your organization is Inform USA accredited, you can use the same documents that were submitted for accreditation review.

NB: Please indicate in the RFP fillable pdf the name and question number of the document(s) uploaded so the reviewers can tie the document to the question.

Q10   For **Budget Attachment A**, are there more instructions on how we complete the budget? Are we meant to use the existing format and add dollar amounts for each line, or can we reformat into a spreadsheet for upload for example?

Answer: Each organization may use their own budget format. The suggested budget line items were documented, in case an organization wanted further guidance on what might be included in a contact center budget.

Q11   **Page 7, Quality Assurance #2:** Describe how you utilize disposition codes to understand the workday of your contact center staff. Please explain if this is referencing the specialists available/non-available time or the disposition of the call?

Answer: The response could include either type of deposition code. The idea here is to determine what insights can be gleaned from the use of disposition codes.

Q12   **Page 12, Queue Time Table – Max Queue Time 1.04:** Please identify what is referenced with the Max Queue Time at 1.04?

Answer: Max queue time is one hour and 4 minutes in this example. This measurement is for the longest time any one caller spent in the queue.