



17 January 2020

Your Health Idaho (YHI) responses to Contact Center as a Service (CCaaS) RFP submitted Vendor questions:

Point of Clarification - YHI is seeking RFP responses for technology solutions for both Contact Center technology as well as CRM/Ticketing solutions. YHI will continue to manage and staff all Contact Center Operations within Boise, Idaho.

1. Can you tell me how many concurrent agents will utilize this system?
YHI>> YHI has seasonal hires during our Open Enrollment period. Year-round 25 agents plus seasonal uplifts between Sep – Jan of 65 max agents.
2. Will YHI enter into a Mutual Non-Disclosure Agreement (MNDA) before vendor submission deadline?
YHI>> If vendors have sensitive or confidential materials as part of their RFP responses, please mark them as “CONFIDENTIAL” and they will be excluded from any YHI Public Record Requests. Sensitive documents may be withheld until short list of top vendors are identified or contract negotiations have begun. If documents are being withheld, please identify which documents within your RFP response.
3. How many users for the call center and CRM?
YHI>> YHI has seasonal hires during our Open Enrollment period. Year-round 25 agents plus seasonal uplifts between Sep – Jan of 65 max agents.
Would the work-at-home agents have a copy of the VDI, or would they use a laptop/desktop?
YHI>> Remote users could leverage a combination of VDI or Laptop.
4. To ensure proper sizing for the YHI Contact Center, would YHI provide non-Open Enrollment and Open Enrollment 2018 and 2019 historical contact volumes (calls, chats, emails, SMS messaging)?
YHI>> YHI personnel will continue to manage contact center operations.
 - 2019 Non-Open Enrollment Call Volumes: 60k
 - 2019 Open Enrollment Call Volumes: 21k
 - 2019 Non-Open Enrollment Email Volumes: 10k
 - 2019 Open Enrollment Email Volumes: 3k
5. If available, could YHI please provide the average handle times by contact channel as well?
YHI>> YHI personnel will continue to manage and operate contact center services. Handle times are “N/A” as part of this RFP. See Q1 for annual agent utilization.
6. What is the anticipated contract term for this opportunity?
YHI>> YHI will negotiate contract terms with preferred vendor.

7. Are current contact center services handled internally by YHI or outsourced to a vendor? If outsourced, are the services comparable to those requested in this RFP? Could YHI provide the current contract value?

YHI>> Contact Center Services are currently managed and staffed internally and will continue to be managed internally as part of this RFP. The RFP is seeking responses for technology solutions for both Contact Center technology as well as CRM/Ticketing solutions.

8. Could YHI provide the required performance metrics and service level agreements for the contact center operations (i.e. average speed of answer, service level, etc).

YHI>> YHI personnel will continue to manage contact center operations. SLA's are "N/A" as part of this RFP. Systems must have flexibility/configurations to handle multiple SLAs for different call types.

9. Could YHI provide Attachment A, Contract Confirmation Form, that vendors must submit with their proposals?

YHI>> Attachment A was provided as part of the RFP. All Vendors must agree and abide by all standards outlined within the document as part of any signed contractual agreements with YHI.

10. Will the selected vendor be responsible for providing bi-lingual support? If so, what languages require support? Will bi-lingual support be required for all contact channels (i.e. calls, email, webchat, etc.)? Could YHI provide historical language support volumes (if applicable)?

YHI>> YHI is not seeking personnel as part of the RFP. Language line services may be contracted as an add on service if vendors include within their RFP resubmissions.

11. How long is new agent training?

YHI>> New Agent training is currently 2-weeks and managed in-house. YHI is not seeking personnel as part of the RFP.

12. Would the selected CCaaS vendor be required to handle manual verifications? If so, could YHI provide historical volumes and typical handle times?

YHI>> This is "N/A" as YHI personnel would continue to handle this function.

13. Could CCaaS provide a description and diagram of the current technical environment, including the IVR, ACD, QA, WFM, CRM, Eligibility system, etc.?

YHI>> Please refer to RFP. YHI has needs for IVR, ACD, QA, WFM and CRM. YHI does not have needs for an eligibility system.

14. Does YHI expect vendors to migrate customer data to the CRM/ticketing system? If so, about many customer accounts will require migration?

YHI>> Vendors will not be expected to migrate data into the new CRM/Ticketing system.

15. Could YHI provide the date when the CCaaS vendor would be expected to go-live?

YHI>> YHI would expect to see recommended go-live dates based on the commencement of work outlined within the RFP but may not be later than May 31, 2020

16. What CRM platform has YHI used up to this point?

YHI>> YHI currently leverages a home-grown solution for its CRM/Ticketing needs.

17. Are there any document formatting requirements you prefer, e.g. font size/family, margins, single/double line spacing, page dimension/orientation, etc.? Or anything else regarding the document or formatting that would facilitate ease in viewing an electronic proposal after receipt of submission?

YHI>> YHI does not have any specific document formatting requirements.



18. Are there any PCI/SOC audit requirements?
YHI>> Compliance Documentation: Respondent is required to submit any relevant compliance documentation to support the overall security posture of its platform. This may include, but is not limited to, SOC2 audit reports. Any documents the respondent wishes to remain confidential should be marked as such.
19. Will YHI accept some costs as pass-throughs?
YHI>> YHI would expect any proposed pass-throughs be included as part of the vendor submission.
20. Will YHI provide a pricing sheet to complete or is this to be submitted free form?
YHI>> Vendors may submit pricing free form.
21. Will YHI accept a request for an Implementation fee to cover start-up costs?
YHI>> YHI would expect any proposed implementation fees to be included as part of the vendor submission.
22. Will this be a hard cut-over in March 2020 or a gradual transition to the new provider?
YHI>> YHI is seeking to port our existing toll-free phone number as part of a seamless cutover to the new solution platform.
23. Is there a preferred facility location?
YHI>> YHI Contact Center will be located in Boise, Idaho. YHI personnel will continue to manage and staff contact center operations.
24. Is there a required list of key personnel as well as desired support ratios?
YHI>> YHI personnel will continue to manage and staff contact center operations.
25. Could you provide QHP membership counts by month for the past 2-3 years?
YHI>> Since YHI will be managing and staffing their Contact Center, QHP enrollments are not applicable to this RFP.
26. Is the VDI Environment non-persistent or uses a roaming profile?
YHI>> This question is "N/A" as part of the RFP.
27. Is there a Go-Live Requirement date deadline to meet the Enrollment Period?
YHI>> YHI would expect to see any recommended schedule deviations based on the commencement of work outlined within the RFP.
Confirming the estimated start (implementation) Date would be March 16, 2020?
YHI>> YHI would expect to see any recommended schedule deviations based on the commencement of work outlined within the RFP.
28. Would YHI consider extending the proposal due date by two weeks?
YHI>> YHI is will not consider any proposal submission extensions at this time.

Your Health Idaho thanks you for your interest in our CCaaS RFP, we look forward to reviewing your submissions.

Kevin M. Reddish
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Your Health Idaho