



## CCaaS RFP: Question & Answer

1. Do you require an audit against NIST?

While an audit against NIST is not required, any interested parties must be able to demonstrate adherence to NIST 800-53 rev5 controls.

If you have a SOC2 report you are willing to share as part of the RFP response, it will be evaluated against the NIST 800-53 rev5 controls.

2. Whether companies from Outside USA can apply for this?

Companies outside of the United States may apply; however, data and services must reside within the United States per our Federal Privacy and Security framework.

3. Do we need to come over there for meetings?

Your Health Idaho assumes this question means coming onsite for meetings. If so, this is not required and remote meetings are preferred. Vendors must be able to ensure meetings are effective when leveraging remote collaboration tools.

4. Can we perform the tasks (related to RFP) outside USA?

Per our Federal Privacy and Security framework, data must reside within the United States as it will contain Consumer Personally Identifiable Information.

5. Can we submit the proposals via email?

Yes. [RFP@yourhealthidaho.org](mailto:RFP@yourhealthidaho.org)

6. Regarding pricing, do you have a standard pricing format, preferably a spreadsheet, RFP responders can use?

Your Health Idaho does not have a preferred or standard pricing format. Your Health Idaho expects to see pricing breakouts for implementation fees, payment terms, per agent licensing costs, etc.

7. Could you kindly confirm the term for this agreement in months/years?

36-months with Your Health Idaho option to extend up to 84-months.

8. Will the State agree to the protection of Contractor's pre-existing intellectual property rights as part of a definitive final contract?

As set forth in the RFP, YHI assumes no liability for disclosure of proprietary material submitted by Respondents. Proposal submittals may be considered public documents under applicable Idaho law except to the extent portions of the submittals are otherwise protected under applicable Idaho law. Any specific items of information that constitute trade secrets and which are included in a response to this RFP shall be segregated by Respondent from the other portions of the RFP response and labeled as such. Respondent shall not label an entire document as a "trade secret," merely because a portion of that document is or may be a trade secret. If any trade secret information becomes the subject of a public records or other such request for production, YHI will notify the Respondent and, upon the execution of an agreement to defend and indemnify YHI, will allow the Respondent to address the public records or other request on behalf of YHI in the appropriate forum.

Relative to the final contract between YHI and the CCaaS Vendor, reference should be made to the terms and provisions of YHI's Independent Contractor Agreement provided as Attachment B to the RFP.

9. Are you using Salesforce as your CRM with this Omni Channel system and if not what CRM?

Your Health Idaho currently does not leverage a CRM however, we desire to have API integration capabilities with our technology portal hosted and maintained by Get Insured.

10. Historically, how long is the classroom portion of onboard training?

We have 10-days of on-boarding; 5 are in-classroom work and 4-5 are call support training. We then have a month of intense support/floor supervision/QA.

11. Historically, how long is the live call portion of onboard training?

We have 10-days of on-boarding; 5 are in-classroom work and 4-5 are call support training. We then have a month of intense support/floor supervision/QA.

12. Can YHI clarify the requirement for a 'Sentiment aware and keyword searchable database?

- a. Is this sentiment analysis for the purpose of interaction review and scoring? It is the goal of YHI to identify calls for review quickly and accurately based on specific criteria including keywords and emotionally charged calls.
- b. Or is there another purpose? YHI would also like to see options for alerting on calls that require escalation based on sentiment and perhaps keyword.

13. Would YHI consider an abbreviated training curriculum for overflow call center agents based on a limited subset of call types?

Training on the new platform is critical. Tailored training to our staff and use cases is expected. This RFP does not include an outsourced contact center.

14. Does YHI have ownership of a knowledge database used by call center agents?

Your Health Idaho currently leverages a cloud-based knowledgebase hosted by KnowledgeOwl, for Call Center Agents. Interested parties may include costs for their own knowledgebase platform if they so choose.

15. Does YHI have any internal call center agents that will need licenses to the call center application?

This RFP would license all agents which are internal to Your Health Idaho. This RFP is not seeking an outsourced Call Center, only a technology solution.

16. Is CRM functionality required from vendors platform or can vendor integrate into the current CRM? (What is that?)

CRM functionality is not required however, we desire to have API integration capabilities with our technology portal hosted and maintained by Get Insured.

17. Do the webforms contain PHI data?

Webforms do not contain Personal Health Information but do contain Personally Identifiable information.

18. Click to call location? CRM, Vendor, somewhere else?

CRM and Web click to call.

19. Does vendor need to be HiTrust certified?

HiTrust certification is not required. Interested parties must be able to demonstrate adherence to NIST 800-53 rev5.

20. Can you please describe your preview dialing use case and agent workflow?

YHI is required to make outbound calls based on tasks to complete in the existing CRM systems. Our goal is to queue these calls to the agent – present the call and screen pop with ticket and allow them to accept to dial outbound.

21. Please describe your knowledge base platform.

- a. What does it run on? Cloud hosted by KnowledgeOwl.
- b. What access options are available? API Integration if deemed needed.
- c. Does it support RESTful/JSON APIS? Yes.

22. CRM/Ticketing- Question: Please describe their desired ticketing workflow

YHI would like to see a screen pop up to the agent based on identification of the caller. It is the desire of YHI to see links with screen recordings posted as notes

into the CRM. It would also be helpful to have dispositions record within the CRM for consolidated reporting.

Ideally, we would like tickets to automatically be put into the appropriate queues based on the language/key words, so that we do not require a manual 'scrub' of the calls before getting them to the right support team. Subsequently, we would like those tickets to be assigned a specific work group, based on preset parameters (i.e., threshold or aging, volumes, etc.).

23. If using a preferred partner does the price of the ticketing system need to be included in RFP cost and billed through the CCaaS company or can it be billed separately?

Yes. The cost of the ticketing system must be reflected within the RFP response but does not have to be billed directly through the CCaaS vendor.

24. Does the CCaaS vendor need to be FedRAMP authorized and if so to what level?

The CCaaS vendor does not have to be FedRamp authorized but highly encouraged. Interested parties would need to be minimally at the FedRamp moderate level.

25. Are there any current contact center limitations/problems that you are looking to solve through this RFP process?

Broad question but yes.

26. What is the length of agreement Your Health Idaho is looking to secure for this proposal?

36-months with Your Health Idaho option to extend up to 84-months

27. After the sale is made, what happens to the account?

- a. Technical Account Management - Please define your Technical Account/Assurance Management Offerings and corresponding pricing. Are they specialized within your products and can provide initial technical support/triage?
- b. Relationship Account Manager - Please define any mid-tier offerings for additional personalized support.

- c. Sales Account Manager” Can you please clarify what you are requesting? Please define what a relationship without a Technical Assurance/Account Manager looks like.