

Question	Answer
Are all of the standards/certifications listed in the RFI, including FedRamp and Criminal Justice Information Systems, hard requirements for a selected vendor?	FedRamp level of security is a requirement for a cloud based system. CJIS is not a hard requirement
Will vendors have an opportunity to meet with the corresponding business team(s) prior to the submission deadline?	No
2.1.1 Functional Requirements	
What foreign languages will you need supported?	Spanish, Vietenemes are the most prevelant, however a translation line is required. This is a requirement of the office of civil rights for agencies who receive federal money. This is bi-directional, inbound and outbound.
Which Social Media integrations are required?	Facebook, Twitter, and Linkedin are the current social media platforms that are used by OHCA
3.3 Features/Functionality	
Regarding question 29, which contact center solution(s) does OHCA currently utilize?	DXC, Maximus, Avaya - maximus provides us no software, hardware or system. DXC provides - IVR, Avaya, CTI
Is the current MMIS System Modular?	No, but the MMIS has interoperability utilizing as ESB to a CRM module
Is the current MMIS MITA 3.0 compliant, as certified by CMS?	Yes
Are these services, currently under contract? If so, when does the current contract expire?	Yes, 6/30/2024
Page 2. Reference internet-based telephony platform. Is replacement of that solution an option? If not can that solution be named to determine interoperability	Yes and yes -the MMIS has interoperability utilizing an ESB to a CRM module
Page 5. Foreign language support. What languages are anticipated for support?	Spanish, Vietenemes are the most prevelant, however a translation line is required. This is a requirement of the office of civil rights for agencies who receive federal money. This is bi-directional, inbound and outbound.
<i>While it is always our goal to respond to RFIs early or on time, I am writing to let you know that we will need an extension to the due date for the Contact Center Services RFI. CenturyLink has been very proactive in working to protect the health of our workers, and as such we are all, with very few exceptions, working remotely. Fortunately, we have the tools that are necessary to work remotely, including laptops and the necessary software. Nonetheless, we are finding that there are some delays and changes in efficiency in our collaborative efforts to develop solutions and pricing for proposals, including for the Customer Contact Center Services bid. In addition, we are experiencing additional volume of requests from other government agencies for emergency services related to Covid-19 that has taken priority of many of the employees that are responsible for answering this RFI and we are finding that their turnaround times have been greatly increased due to some of the same issues I mentioned above that are impacting CenturyLink.</i>	
<i>As a result of all of these complications and delays, CTL will need and requests at least a 14 day extension to ensure that there will be adequate time to finalize the best response and solution possible. I do want to assure you that the Contact Center Services RFI will continue to be an extremely high priority for our team. Our goal is to provide a solution that will exceed the State's expectations.</i>	Yes, OHCA has extended the date to 6/19/2020
Is OHCA looking for round the clock customer care (24*7*365)? What is the current state coverage?	We currently have some 24 x 7 call centers, but we are looking for best practices in customer care options from the respondants.
What IVR system does OHCA use today for customer care?	Avaya IVR
Which CTI platform does OHCA use today for integrating web/other sources of Customer care Interaction?	Avaya, we also use OneX, ACD (Automatic Call Distribution), CCM (Contact Center Manager)
What current application(s) do you use for:	
a. CRM functionality	None
b. Knowledge management	None

c. Member Customer care feedback and rating	None
d. Employee satisfaction feedback	Not applicable
e. HR Functionality for employees	Not applicable
Does OHCA use chatbot technology for customer care today? If so, it is 3 rd party provided or inhouse built? What Technology platform is used to build the same (Microsoft, Google...).	None.
From a future system for a chat channel integrated with a voice channel for customer care, do you have the following capabilities in mind?	
a. Mobile chatbot access to members with secure authentication	Yes
b. Knowledge Management systems to provide bite sized and contextual answers to Level 1 support queries	Yes
c. Knowledge Management system that can grow through Learning of failed and unrecognized questions so that they can be resolved next time	Yes
d. Knowledge Management system that can provide OHCA ability to manage and maintain its own content	Yes
e. Automate Triage flows for better chat handling	Yes
f. Automate some L2 tasks as part of the automated support	Yes and yes -the MMIS has interoperability utilizing an ESB to a CRM module
g. Automate certain processes like Claims capture, Authorization of treatment etc.	Not at this time.
h. Use conversational Microlearning to 'push' training to contact center associates and to members for repetitive areas of process	Yes
i. Ease of integration with CRM, MMIS and other applications	Yes
OHCA has provided a form in the RFI document. This document is locked, preventing any copying and pasting, moving of sections, and response cells that will not allow formatting or carriage returns for new paragraphs. This prohibits respondents from complying with the instructions which are conflicting in multiple places. For example:- Appendix A on page 24 is the Cover Page. However, Section 4.0, Response Format, requires the Vendor Response Cover Page (Appendix A) to be Section 1 in our response. Vendors cannot cut and paste Appendix A to another document and Appendix A cannot be moved to the front of our responses as the Cut/Paste function is locked.- The locked RFI form into which "respondents must enter text directly into the form cells" does not allow the addition of the required Section 2, Summary of Vendor Organization; Section 4.3, Cost Estimate; or Section 4.4 Other Comments.- The locked RFI form prevents respondents from marking any portions of our responses as "proprietary" per RFI Section 6.7.	Please refer to the new unprotected document that has been uploaded to the website
Question: Will OHCA please provide an unlocked/unrestricted version of the RFI document or change the Response Format requirements and instructions.	yes
In Section 4.0, Response Format, Table 3 specifies the order and section numbers for our response.	
Question: Please confirm that the "Cost Estimate" should be Section 4.0 (not 4.3), and that "Other Comments" should be Section 5.0 (not 4.4) as the stated section numbers appear out of sync.	Please refer to the new unprotected document that has been uploaded to the website
In Section 2.1.1 Functional Requirements:	
Question: What foreign languages will you need supported? & What Social Media interfaces are required?	Spanish, Vietenemes are the most prevelant, however a translation line is required. This is a requirement of the office of civil rights for agencies who receive federal money. This is bi-directional, inbound and outbound.

<p>In Section 3.3 Features/Functionality, regarding question #29:</p> <p>Question: Which contact center solution(s) does OHCA currently utilize?</p>	<p>See above</p>
<p>Section 3.4 - CTI integration</p>	
<p>Question: Would the state be open to voice minutes (Cloud Voice) to contact center as part of the solution?</p>	<p>Yes</p>
<p>Section 3.6 – Performance SLA:</p>	
<p>Question: Could you please share the expected availability and any other SLA's?</p>	<p>24 x 7 availability, OHCA would like potential vendors to provide current standard practice SLA's.</p>
<p>Section 4.4:</p>	
<p>Question: Could you please share selection criterion for the next stage?</p>	<p>No</p>