

NOTICE

Please note this bid from FIDELITY NATIONAL INFORMATION SERVICES INC for the solicitation EDD2100000003 contained electronic file attachments in a format that could not be opened, and therefore, could not be published with the other response documents.

A handwritten signature in blue ink, appearing to read 'Guy Nisbet', with a stylized, cursive script.

Guy Nisbet

Assistant Purchasing Director



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 4

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 807919

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0402

Vendor ID: 00000181073

SO Doc ID: EDD2100000003

Legal Name: FIDELITY NATIONAL INFORMATION SERVICES INC

Published Date: 12/10/20

Alias/DBA: FIDELITY INFORMATION SERVICES LLC

Close Date: 12/15/20

Total Bid: \$687,500.00

Close Time: 13:30

Response Date: 12/15/2020

Status: Closed

Response Time: 12:55

Solicitation Description: P-EBT Remote Call Center Services

Responded By User ID: Annray1

Total of Header Attachments: 4

First Name: Missy

Total of All Attachments: 4



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 807919
Solicitation Description: P-EBT Remote Call Center Services
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2020-12-15 13:30	SR 0402 ESR12152000000004291	1

VENDOR
 000000181073
 FIDELITY NATIONAL INFORMATION SERVICES INC

Solicitation Number: CRFQ 0402 EDD2100000003
Total Bid: 687500 **Response Date:** 2020-12-15 **Response Time:** 12:55:56
Comments:

FOR INFORMATION CONTACT THE BUYER
 Joseph E Hager III
 (304) 558-2306
 joseph.e.hageriii@wv.gov

Vendor _____ **FEIN#** _____ **DATE** _____
Signature X

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Price Per Call By Month	1.00000	EA	687500.000000	687500.00

Comm Code	Manufacturer	Specification	Model #
81111811			

Commodity Line Comments: The unit price is the total for all rows in Exhibit A, Pricing. Total Bid Amount, Row 14. The Delivery Days is 730 (which includes 2 years of possible service to the State. The contract is an open end contract for one year with

Extended Description:

**If Vendor is submitting bid online, Vendor must upload and attach the Exhibit A-Pricing Page. Vendor should enter total bid amount as the amount bid in wvOASIS commodity line when submitting online.



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 807919			Reason for Modification: To publish Addendum #2 agency responses to vendor questions
Doc Description: P-EBT Remote Call Center Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2020-12-10	2020-12-15 13:30	CRFQ 0402 EDD210000003	3

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:
Vendor Name : Fidelity Information Services, LLC. dba FIS
Address : 11000 W. Lake Park Drive
Street :
City : Milwaukee
State : Wisconsin
Country : United States
Zip : 53224
Principal Contact : Ann Ray
Vendor Contact Phone: (317) 987-3058
Extension:

FOR INFORMATION CONTACT THE BUYER

Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

DocuSigned by:
Prashant Gupta
Vendor Signature X 01D6BBD182ED435... Type text here
December 15, 2020 | 09:24 PST
FEIN# DATE

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum

Addendum #2 issued to published the attached documentation to the vendor community

Open End Contract

WVDE - Office of Child Nutrition

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Education (WVDE), Office of Child Nutrition to establish an open-end contract for P-EBT Remote Call Center Services per the specifications and terms and conditions attached hereto.

INVOICE TO	SHIP TO
DEPARTMENT OF EDUCATION BLDG 6, RM 330 1900 KANAWHA BLVD E CHARLESTON WV 25305 US	DEPARTMENT OF EDUCATION OFFICE OF COMMUNICATIONS 1900 KANAWHA BLVD E, BLDG 6 RM 009 CHARLESTON WV 25305 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Price Per Call By Month	1.00000	EA		

Comm Code	Manufacturer	Specification	Model #
81111811			

Extended Description:

**If Vendor is submitting bid online, Vendor must upload and attach the Exhibit A-Pricing Page. Vendor should enter total bid amount as the amount bid in wvOASIS commodity line when submitting online.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Q&A DEADLINE @ 4:00 PM	2020-12-08

SOLICITATION NUMBER: CRFQ 0402 EDD2100000003

Addendum Number: No.02

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the information listed below.

1. Agency responses to all vendor questions submitted prior to Q&A Deadline of 12/08/2020

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ EDD21*03

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/>] Addendum No. 1 | <input type="checkbox"/>] Addendum No. 6 |
| <input checked="" type="checkbox"/>] Addendum No. 2 | <input type="checkbox"/>] Addendum No. 7 |
| <input type="checkbox"/>] Addendum No. 3 | <input type="checkbox"/>] Addendum No. 8 |
| <input type="checkbox"/>] Addendum No. 4 | <input type="checkbox"/>] Addendum No. 9 |
| <input type="checkbox"/>] Addendum No. 5 | <input type="checkbox"/>] Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

eFunds Corporation

DocuSigned by: **Company**
Prashant Gupta

01D6BBB182ED435...
Authorized Signature
December 15, 2020 | 09:24 PST

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012

RFI: Questions from vendors for EDD 807919 P-EBT Remote Call Center

Q.1. Do you have a system we will need to access or sync our systems to?

A. No, we do not have a system that will be syncing to yours.

Q.2. What is the nature of calls will we be handling? (i.e. call content)

A. A federal public benefit has been established through USDA to children in certain schools and child care facilities. Parents/guardians will be calling with questions about general information on the benefits, eligibility, where to go for more information on the internet, payment schedule etc. WVDE will provide training on content needed to triage and manage calls.

Q.3. What is the projected percent of Spanish callers?

A. Less than 1% of calls

Q.3. Is there a different phone number for Spanish speakers to call in to?

A. No

Q.3. Can we base our bid pricing on per minute model?

A. Pricing is requested per call by month as shown on Exhibit A-Pricing Page.

Q.4. What is the average length of call time?

A. We are estimating 2-5 minutes

Q.5. What types of demonstrations would you like to see?

A. Anything that would be relevant to the project for consideration; scripts used on other projects; recordings used for training purposes.

Q.6. Is there are call logs showing call time?

A. We don't have any sample call logs showing call time for the purposes of this project.

Q.7. Basically, I just need to find out if this bid is for First Party collections, or Third Party collections, only

A. There won't be a monetary collections process with this call center. The call center feature we are seeking will be for information and call volume traffic control on a government benefit program (directing and redirecting folks to relevant information on the internet; answering basic questions about the program, who is eligible, length of the program, etc.).

Q.8. I wanted to learn if Contract Number CRFQ EDD2100000003 is a new solicitation? If not, can you please provide me with the current incumbent. Can you share the amount of the previous award?

A. This is a new solicitation.

Q.9. Are you trying to replace a SIP or POTS provider into an existing contact center platform?

A. No

Q.10. Is the existing contact center on premises or cloud based?

A. N/a - We do not have an existing center or contract

Q.11. If the contact center is premises what is the make/model?

A. N/a – we do not have an existing center or contract

Q.12. Does the contact center platform accept SIP?

A. N/a – we do not have an existing center or contract

Q.13. How many contact center agents named and concurrent are in this contact center?

A. N/a – we do not have an existing center or contract

Q.14. What is your last months inbound TF, inbound local, outbound TF and outbound local usage metrics?

A. N/A – we don't have any call center data to compare to; this is a new contract/project

Q.15. If the contact center is cloud are you requesting licensing for cloud contact center?

A. N/a – we do not have an existing center or contract

Q.16. If the contact center is cloud and you are replacing the platform who is the current incumbent vendor?

A. N/a – we do not have an existing center or contract

Q.17. Does your contact center have a WFM, QM, Analytics, Outbound Dialer component?

A. N/a – we do not have an existing center or contract

Q.18. how technical or non-technical the calls are going to be?

A. The call center feature we are seeking will be for information and call volume traffic control on a government benefit program (directing and redirecting folks to relevant information on the internet; answering basic questions about the program, who is eligible, length of the program, etc.). The call representatives will be answering basic information about the program and triaging calls, using flow charts, helping assist with general elements of the program features.

Q.19. do you have a sample script of the call?

A. Yes, we have a sample script with common scenarios we can provide at this time.

Q.20. do you have the average time per call?

A. We can only estimate based upon experience of calls we received at the onset of a similar project and that estimate is 2-5 minutes per call.

Q.21. Do they have anticipated SLAs that weren't listed in the existing requirements?

A. No additional SLAs are anticipated at this time.

Q.22. Any other omni channel support outside of messaging?

A. N/a – we do not have an existing center or contract

Q.23. Do we need to integrate into any WV systems or applications?

A. N/a – we do not have an existing center or contract; however – vendor may need to utilize Microsoft Teams as a platform for communication or an app within Teams such as Microsoft List – which could be a tracking and communication tool with WVDE and DHHR.

Q.24. Do they have desired reporting or dash boarding requirements for call data listed outside of the requirements?

A. Nothing additional is anticipated at this time. However, it is worth noting an agreed upon format for reporting will need to be discussed upon customer purchase/vendor agreement. (Example – aggregate reporting, format, etc.).

Q.25. Is there any current call center processes or software being used that we should be considering?

A. No – we do not have a current call center or contract

Q.26. Is agency able to provide call volume history?

A. No – we do not have a current call center or contract. We had a similar project that we managed internally in the spring – and can give rough estimates of the direct call volume we received. For the short-term P-EBT project we hosted in the spring, we received approximately 100-400 calls a day. The project is being expanded and will last more long-term, therefore estimates of call volume is that there will be a significant increase in daily calls (about 1500/day) for the initial onset and potential duration of the project.

Q.27. Are there any previous interval reports (15-30-minute intervals throughout the day by day of week)? Monthly volume reports for last 12 months?

A. N/a – we do not have an existing center or contract or monthly volume reports for comparison.

Q.28. How does the current vendor access P-EBT customer data? Is there a separate portal that will need to be accessed, and is IP whitelisting required to access?

A. N/a – we do not have a current vendor

Q.29. What type of support for ADA compliance is the State referring to?

A. Support should be provided (to include, but not be limited to) individuals who are Deaf or hard-of-hearing needing accommodations.

Q.30. What is the average handle time of calls received?

A. We can only estimate based upon experience of calls we received at the onset of a similar project and that estimate is 2-5 minutes per call. Handle time may vary based upon the documentation or logging of each call.

Q.31. What is the estimated start date the vendor will need to be ready to provide services?

A. Estimated start date will be late January to early February 2021.

Q.32. Is there an established escalation procedure or contact for those cases where answers to a caller's questions are not readily available?

A. Yes, callers would be directed to one or both State Agencies (The EBT Office and/or the WV Department of Education).

Q.33. Are calls required to be recorded?

A. No

Q.34. (4.1.1) The RFQ states "Vendor must provide inbound call handling system and messaging services to augment and support the Pandemic Electronic Benefit Transfer (P-EBT) project in West Virginia." Can WVDE please provide further clarification regarding "messaging services"?

A. The vendor must have the ability to store and retrieve messages. Vendor must have message storage and retrieval capability commiserate with the industry but no less than 36-hour retrieval.

Q.35. (4.1.1) Can WVDE please provide interval delivery data for in-bound calls as far back as possible? If this is not possible, can WVDE please provide the count of calls received for the lowest and highest hourly interval received to date along with any comments regarding the delivery of calls (e.g. fairly consistent or up and down depending time of day/month/year)?

A. While do not have a former or current vendor for this purpose, previous experience with a similar P-EBT project proves that call volumes were consistent throughout the duration of the project. There were periods of elevated call volumes (for example – when the project first launched, when a public official discussed it on live television, etc.). Similar milestones or moments of time may be similar and communicated with vendor to adjust and/or prepare for elevated call volumes. The project this time is much more comprehensive and will last a longer period of time – therefore call volumes will likely remain steady, even in non-peak times.

Q.36 (4.1.1) Can WVDE please provide the average handle time (AHT) and average talk time (ATT) per call?

A. We can only estimate based upon experience of calls we received at the onset of a similar project and that estimate is 2-5 minutes per call of talk time. Handle time may vary based upon the documentation or logging of each call.

Q.37. (4.1.1.1) How far out will WVDE notify the selected vendor that they are required to staff on a weekend or holiday?

A. 7-10 business days.

Q.38. (4.1.1.2) The requirement states “vendor must maintain adequate staffing to ensure enough operators are available to avoid any missed calls”. Is WVDE requesting a 100% answer rate? If no, please advise on the meaning of this statement.

A. Our goal would be for a vendor to have an adequate system in place to take messages if a customer service representative is unavailable or assisting other callers. A messaging system in place would be needed to capture calls that were not answered in real time.

Q.39. (4.1.1.2) Will WVDE provide a forecast of expected volume to aid in aligning staffing levels? If yes, how far out will the forecast be provided?

A. We don't have a forecast that will be provided as this is a new project. However, we can share a timeline of the overall project by which staffing levels may be determined. For example, at this time – child care centers are not included in the project, but if/when they are – call volume would experience an uptick. At this time, we don't have a timeline from USDA on when guidance will be released on child care P-EBT.

Q.40. (4.1.1.3) The RFQ states “Vendor must have message storage and retrieval capability commiserate with the industry but no less than 36-hour retrieval.” Will WVDE provide further clarification regarding “message storage...”? Are these voice messages from callers after hours or not able to be answered during hours of operation? Is this the storage (voice files) of call recordings with contact center agents?

A. This refers to voice messages from callers after hours or not able to be answered during hours of operation.

Q.41. (4.1.1.4) The RFQ states “Vendor must screen all incoming calls according to requirements using a provided script to ensure necessary information is communicated to the callers. WVDE will provide the script and any other relevant communication prompts needed to manage incoming calls.” Are the referenced “communication prompts” a part of an IVR flow that will need to be setup by the vendor? Can the WVDE provide the script and IVR communication prompts as part of the “Vendor Question” process?

A. WVDE can provide a flowchart, FAQ sheet, and other scripts that will assist with answering common or frequently asked questions from callers. 2 Sample scripts are provided.

Q.42. (4.1.1) Does WVDE have a CRM in place today that the selected vendor will be accessing or does the vendor need to supply one? If WVDE has one in place, what is the CRM tool and will the vendor have access to it?

A. N/a – we do not have an existing center or contract

Q.43. (4.1.1.9) Can WVDE please define what is considered as a “complaint” and outline the methodology to calculate the < 3% complaints SLA?

A. Complaint in this instance refers to complaints with the call center (staff, management, wait time, customer service experience). The methodology for complaint volume is estimated on research from standard industry practice and comparison with similar bids from other government agencies.

Q.44. (5.2) When submitting the bid online via wvOASIS, which Unit Price is to be entered into the Commodity Line details? Also, should the Excel version of the Exhibit A Pricing Page be uploaded into the Attachments?

A. If Vendor is submitting bid online, Vendor must upload and attach the Exhibit A-Pricing Page. Vendor should enter total bid amount from Exhibit A -Pricing Page as the amount bid in wvOASIS commodity line when submitting online.

Q.45. (4.1.1) Can the state please confirm which state systems the vendor call center staff will need to access?

A. There are not any state systems the vendor will have access to.

Q.46. (4.1.1) Will the state please confirm that the P-EBT vendor will not be determining eligibility for P-EBT?

A. Yes, we can confirm the vendor will not be determining eligibility. A flow chart/script would be provided to assist callers in having a general understanding of which students would potentially qualify. No direct benefit determination will be made by the call center. This process will be to help communicate information to callers.

Q.47. (4.1.1) Will the P-EBT vendor be required to assist with application related calls within the scope of the RFQ services?

A. The vendor will need to have an understanding on general information that needs to be supplied to callers. The vendor will not be making determinations. At this time, households receiving benefits for school-aged children will not be required to complete an application. In the future, this may be expanded to eligible children in certain child-care settings, but there is not guidance from USDA on instructions for states at this time on that feature.

Q.48. (4.1.1) Can the state please define “messaging” services?

A. The vendor must have the ability to store and retrieve messages. Vendor must have message storage and retrieval capability commiserate with the industry but no less than 36-hour retrieval. Our goal would be for a vendor to have an adequate system in place to take messages if a customer service representative is unavailable or assisting other callers. A messaging system in place would be needed to capture calls that were not answered in real time.

Q.49. (4.1.1.5) Can the state provide an estimate of the percentage of calls that are expected to be transferred to other state agencies?

A. While we do not have a pre-determined expectation for a volume of calls transferred, it is reasonable to estimate that callers may need to connect with someone at WVDE or DHHR. In those instances, we would estimate approximately 30-40% of daily callers may request to be transferred to one of the appropriate state agencies (WVDE or DHHR). The call center will be responsible for communicating with the caller to determine which state agency is the requested or best option for transfer.

Q.50. Could the state please confirm that fingerprinting is not applicable to staff providing remote call center services?

A. WVDE does mandate that fingerprinting is required for staffing providing remote call center services; however, it is the Vendor’s responsibility to maintain security and training measures to properly handle confidential information.

Q.51. (Exhibit A) Will the state please clarify if the call volume tiers in “Exhibit A – Pricing Page” correspond to calls received by the P-EBT call center, or calls handled by representatives?

A. The pricing page reflects estimates of all call volumes (inbound/outbound).

Q.52. (3.3) Can the state please confirm that the vendor will need to provide a secure method to protect confidential data accessed within the program from a remote environment?

A. The vendor will not access a state system, however, assurance should be given by the vendor that all calls and associated information will be managed in a confidential and respectful manner.

Q.53. (4.1.1.7) Will the state confirm that unanswered outbound return calls to consumers will be categorized as part of the monthly call volume in reference to the pricing page volumes?

A. Yes, we confirm that inbound and outbound return calls were included in the estimated call volumes for the pricing page.

Q.54. (4.1.1) Given uncertainty related to the average handle time of calls, would the state consider a surcharge for calls of an excessive length?

A. There is no allowance for any surcharge to be added to the pricing structure for this RFQ.