RFP # 2023-HPAA-01

HIE Patient Access Application Help Desk Support Project

Proposer Questions and Agency Answers

4/19/2023

Question ID:	1
Date Question Asked:	4/4/2023
Question:	Is there any acknowledgement of receipt provided if the package is hand delivered or is parcel or US mail with tracking or delivery confirmation best?
Section Number:	N/A
RFP Page Number:	17
Agency Answer:	No. Medicaid will not provide an acknowledge of receipt for hand delivered proposals.

Question ID:	2
Date Question Asked:	4/4/2023
Question:	"Use the Forms Provided cover page, disclosure statement…."- are RFP responses to include the Disclosure Statement included in Appendix B Attachment F?
Section Number:	Item 4
RFP Page Number:	2
Agency Answer:	No.

Question ID:	3
Date Question Asked:	4/4/2023
Question:	To clarify copies required, copies required are?: a. One original printed proposal with original signatures in ink (not in binder form) b. One additional printed hard copy in "binder form" (3 ring binder or spiral binding or other?) c. One Electronic Copy completely searchable by Word (pdfs converted to Word) d. Second Electronic Copy with all confidential information removed in PDF format
Section Number:	VI.T
RFP Page Number:	17
Agency Answer:	Correct.

Question ID:	4
Date Question Asked:	4/4/2023
Question:	What is the average total support tickets (ALOHR support volume) on a daily and/or weekly and/or monthly basis? Are there peak/surge times throughout any month where support volume is higher?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This information is not applicable to the Vendor's response. At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	5
Date Question Asked:	4/4/2023
Question:	What was the previous spend on the contract?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This information is not applicable to the Vendor's response. At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	6
Date Question Asked:	4/4/2023
Question:	Are there any SLA's and/or penalties associated with the requirements of this RFP?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	Performance SLA's will be determined and reviewed with the winning Vendor after contract award.

Question ID:	7
Date Question Asked:	4/4/2023
Question:	Will call recordings need to be shared with the Alabama Medicaid Agency as part of this engagement? (if applicable)
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	All applicable data and or communications utilized within the terms of this RFP and in performance of this contract are owned by Alabama Medicaid Agency.

Question ID:	8
Date Question Asked:	4/4/2023
Question:	Is there a minimum or maximum number of operators and supervisors required for this engagement?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	There are no minimum/maximum numbers expected, but personnel levels shall always be appropriate and scalable to meet the Agency current and future needs.

Question ID:	9
Date Question Asked:	4/4/2023
Question:	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	10
Date Question Asked:	4/4/2023
Question:	Is there a current incumbent on this contract and how long have they been providing the requested services?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This RFP is considered a new project.

Question ID:	11
Date Question Asked:	4/4/2023
Question:	What is the current average wait time for phone calls/chat support? (if applicable)
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This information is not applicable to the Vendor's response. At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	12
Date Question Asked:	4/4/2023
Question:	What is the expected percentage of support interactions in English versus non-English? How many different languages does the call center need to support?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	The expected percentage are not applicable to the Vendors response. The minimum language set shall include English and Spanish and as required by the applicable law.

Question ID:	13
Date Question Asked:	4/4/2023
Question:	Does the Alabama Medicaid Agency provide an interpreter service or must that be provided by the contract recipient?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	No. Please refer to the answer to Question 12 above.

Question ID:	14
Date Question Asked:	4/4/2023
Question:	What are the hours of operation for the proposed process workflow? (ie. 8:00am to 5:00pm, M-F , Afer hours support, etc…) Are there required support needs during holiday hours followed for this engagement?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	At a minimum, Vendor will follow Alabama Medicaid Agency hours of operation and after-hours support, including holidays.

Question ID:	15
Date Question Asked:	4/4/2023
Question:	Is this RFP meant to replace internal staff or an existing vendor provider? Is this a new project?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	The awarded Vendor will not replace existing staff. This RFP is considered a new project.

Question ID:	16
Date Question Asked:	4/4/2023
Question:	What is the expected average support length per ticket related to this Process Workflow?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This is unknown at this time and will be determined upon discussion with winning Vendor.

Question ID:	17
Date Question Asked:	4/4/2023
Question:	Historically, how long has the training been (# of days) for the support agents in this program?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This item is unknown at this time and will be determined upon discussion with winning Vendor.

Question ID:	18
Date Question Asked:	4/4/2023
Question:	What percentage of inbound calls must be answered by a live operator? Will Help Desk requests be received via any electronic means (virtual helpdesk, chatbot, etc…)?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution.

Question ID:	19
Date Question Asked:	4/4/2023
Question:	What is the current/expected average after support work time for agents?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	At a minimum, Vendor will follow Alabama Medicaid Agency hours of operation and after-hours support, including holidays.

Question ID:	20
Date Question Asked:	4/4/2023
Question:	Will the Agency accept a 100% remote solution or are you requiring physical facility?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	21
Date Question Asked:	4/4/2023
Question:	a. The help desk support request will be directed/sent to the Vendor for follow up and resolution. - Question: Will the requests be directed/sent to the vendor via inbound calls or through a CRM system only?
Section Number:	II.A
RFP Page Number:	8
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	22
Date Question Asked:	4/4/2023
Question:	How will vendor staff engage with customers - Inbound Call? Outbound Calls? Screensharing/Remote Support?
Section Number:	II.A
RFP Page Number:	8
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	23
Date Question Asked:	4/4/2023
Question:	"Medicaid prefers that the Vendor provide and utilize a web-based Customer Resource Management (CRM) application; however, in the absence of a Vendor CRM, all reports must be provided electronically, unless otherwise specified, in a Medicaid acceptable format which may include, but not limited to, Microsoft Word or Excel." Question: Is the referenced CRM separate from mentioned CRM/Help Desk support system mentioned in the Recipient Workflow? What is the state of Alabama's current Helpdesk system / CRM?
Section Number:	2.2 Section C: Reporting
RFP Page Number:	9
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution. The state of Alabama's current Help Desk /CRM is not applicable to the Vendor's response.

Question ID:	24
Date Question Asked:	4/4/2023
Question:	Is there a knowledge base available for the eSante My Health mobile application to assist with common issues/resolutions and FAQs regarding member access, applciation utilization, as well as information location assistance?
Section Number:	SECTION A: MEDICAID TIER I HELP DESK WORKFLOW
RFP Page Number:	8
Agency Answer:	Yes. There is an available knowledge base.

Question ID:	25
Date Question Asked:	4/4/2023
Question:	Is there a current incumbent on this contract and how long have they been providing the requested services?
Section Number:	General
RFP Page Number:	N/A
Agency Answer:	This information is not applicable to the Vendor's response. This RFP is considered a new project.

Question ID:	26
Date Question Asked:	4/4/2023
Question:	How many providers/participants currently use Alabama One Health Record?
Section Number:	II.
RFP Page Number:	7
Agency Answer:	Alabama One Health Record® has over 6M registered lives and over 3,167 connected Participants currently using Alabama One Health Record.

Question ID:	27
Date Question Asked:	4/4/2023
Question:	Will the Agency confirm that Vendor IP products and Software as a Service (SaaS) solutions are designed, developed and licensed by the Vendor, and that the Agency is not entitled to ownership rights to such products and solutions?
Section Number:	II.
RFP Page Number:	N/A
Agency Answer:	In accordance with Federal regulations, the AMA is using CMS enhanced funding COTS configuration or customization, those elements become subject to existing regulation at 45 CFR §96.617 regarding state and federal ownership and royalty-free licensing. This regulation for royalty-free, non-exclusive, and irrevocable license to software applies only to software related to the customization and configuration of a COTS product for State use and does not apply to the core product.

Question ID:	28
Date Question Asked:	4/4/2023
Question:	The scope of work mentions 1.3M recipients in the program. How many of these recipients currently use Alabama One Health Record?
Section Number:	II.
RFP Page Number:	7
Agency Answer:	Correct. Recipient utilization totals are unknown at this time. We have verified 2 of 41 individuals who have requested access are Medicaid recipients.

Question ID:	29
Date Question Asked:	4/4/2023
Question:	How many calls are currently received related to Tier 1 support
Section Number:	II.
RFP Page Number:	8
Agency Answer:	Medicaid has confirmed 41 individual requests asking for access to Alabama One Health Record®.

Question ID:	30
Date Question Asked:	4/4/2023
Question:	The requirement states that the Vendor should provide field assistance to Medicaid Recipients. Please clarify if this means that onsite support for recipients is required for Alabama One Health Record. If so, will it be to provider offices only, kiosk(s) for recipient assistance, or will onsite support be required for recipients at their residence? If there are kiosk(s), what are their location(s)?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution. There are no Medicaid kiosk(s) currently available at the time of this RFP release.

Question ID:	31
Date Question Asked:	4/4/2023
Question:	If onsite support is required, will the hours be limited to Monday-Friday 8am-5pm CST?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	At a minimum, Vendor will follow Alabama Medicaid Agency hours of operation and after-hours support, including holidays.

Question ID:	32
Date Question Asked:	4/4/2023
Question:	If onsite support is required, what will be expected turnaround time to respond to and complete onsite support?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	This is unknown at this time and will be determined upon discussion with winning Vendor.

Question ID:	33
Date Question Asked:	4/4/2023
Question:	Is there currently a toll free number and other contact information being utilized for Tier 1 questions?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	There is not a toll-free number at this time. The is a current internal process in place today to address Tier I questions.

Question ID:	34
Date Question Asked:	4/4/2023
Question:	What is the anticipated volume of calls, emails and written correspondence, per month, related to this Tier 1 support? What is the anticipated number of escalated interactions per month
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	This information is unknown at this time, but the proposed solution shall be appropriate and scalable to meet the Agency current and future needs. At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	35
Date Question Asked:	4/4/2023
Question:	What are the expected hours of operation for the help desk?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	At a minimum, Vendor will follow Alabama Medicaid Agency hours of operation and after-hours support, including holidays.

Question ID:	36
Date Question Asked:	4/4/2023
Question:	Is there a current campaign to drive usage of the app? If not, does the Agency plan to initiate a campaign for adoption and app utilization?
Section Number:	II.2.1 Section B, Primary Requirements
RFP Page Number:	8
Agency Answer:	There is a current marketing plan in development to educate Recipient's on the value of the ALOHR access. Upon contract award, Medicaid will share this plan with the winning Vendor for comments and suggestions.

Question ID:	37
Date Question Asked:	4/4/2023
Question:	Can the Agency please define what is meant by work reference for the PM and Tier 1 Support Specialist(s)? Can the reference be from within the vendor organization or vendor client?
Section Number:	II. 2.4 Section E, Personnel
RFP Page Number:	9-10
Agency Answer:	The work reference can be from an employer, manager, supervisor, colleague, coworker, or subordinate within the organization or from a vendor client.

Question ID:	38
Date Question Asked:	4/4/2023
Question:	What will turnaround time be when inquires are received that require additional research?
Section Number:	II.
RFP Page Number:	N/A
Agency Answer:	This information is unknown at this time, but the proposed solution shall be appropriate and scalable to meet the Agency current and future needs. At a minimum, the Vendor's response should address their approach to meet the RFP requirements as stated and will be evaluated on their overall solution

Question ID:	39
Date Question Asked:	4/4/2023
Question:	Is there a Tier 2 entity that will receive escalations? Is it more than one entity and what are their hours of operation?
Section Number:	II. Section A, Tier 1 Helpdesk Workflow Step d
RFP Page Number:	7-8
Agency Answer:	This is expected at this time and will be determined upon discussion with winning Vendor. The is a current internal process in place today to address Tier I which will be reviewed upon the contract award .

Question ID:	40
Date Question Asked:	4/4/2023
Question:	Will there be clear instruction given when an issue should be sent to Tier 2 support and Tier 1 support has been exhausted? What will be expected turnaround time once the request is received?
Section Number:	II.
RFP Page Number:	N/A
Agency Answer:	This is expected at this time and will be determined upon discussion with winning Vendor. The is a current internal process in place today to address Tier I which will be reviewed upon the contract award

Question ID:	41
Date Question Asked:	4/4/2023
Question:	Please confirm if electronic signatures would be acceptable for this proposal
Section Number:	RFP Checklist
RFP Page Number:	2
Agency Answer:	This is expected at this time and will be determined upon discussion with winning Vendor.

Question ID:	42
Date Question Asked:	4/4/2023
Question:	Please explain what is meant by "engage with help desk in the field."
Section Number:	II. Section A, Tier 1 Helpdesk Workflow Step d
RFP Page Number:	8
Agency Answer:	The "engage with help desk" is a requirement of the activities referred to in this Tier I RFP.

Question ID:	43
Date Question Asked:	4/4/2023
Question:	Please confirm that the requirements outlined in steps g, i, and j, mean that the Tier One Helpdesk owns the ticket through resolution and will be required to manage any escalated tickets.
Section Number:	II. Section A, Tier 1 Helpdesk Workflow Steps g, i and j
RFP Page Number:	8
Agency Answer:	Confirmed.

Question ID:	44
Date Question Asked:	4/4/2023
Question:	The RFP states that Medicaid will review the information in the CRM system, does this mean Medicaid users require view access to the CRM system? If so, how many users will require this access?
Section Number:	II. Scope of Work, Section A, Tier 1 Helpdesk Workflow Step h
RFP Page Number:	8
Agency Answer:	This is exact number is unknown at this time and will be determined upon discussion with winning Vendor

Question ID:	45
Date Question Asked:	4/4/2023
Question:	What would be the payment terms for this contract?
Section Number:	Section III. Pricing
RFP Page Number:	11
Agency Answer:	Please refer to Section VIII.EE

Question ID:	46
Date Question Asked:	4/4/2023
Question:	On Page 11, III. Pricing, bullet 2: "Pricing information must be included in the Pricing Section, and only in the Pricing Section; no pricing information must be included in any other section responses. Inclusion of pricing information in any other Section may result in the Proposal being considered as nonresponsive and may result in disqualification." However, on page 16, bullet L. Price states: "Vendors must respond to this RFP by utilizing the RFP Cover Sheet to indicate the firm and fixed price for the implementation and updating/operation phase to complete the scope of work." Does the Agency want vendors to put their Firm and Fixed Price on both the cover sheet (page 1) and Appendix C: Pricing?
Section Number:	Section III. Pricing
RFP Page Number:	11
Agency Answer:	Yes.

Question ID:	47
Date Question Asked:	4/4/2023
Question:	Is the State/AMA willing to include a limitation of liability provision in the RFP terms and conditions similar to that found in AL RFP 2023-EDS-01?
Section Number:	Section VIII: General Terms and Conditions
RFP Page Number:	19
Agency Answer:	No.