

Q's emailed by due date/time

Question	Response
On page 23 of the RFP section "M. User Stories" is refers us to appendix D. But that speaks about SLA. Is there user stories located somewhere else?	DCCA had a typo in still listing an Appendix that referenced user stories. DCCA expects the vendor to develop user stories upon completion of user engagements. We do not have any pre-designed user stories, only requirements as stated in the RFP.
Can summarize what functionality has already been built using the Salesforce platform?	Homepage and complaints module for all sections except DFI, Insurance, RICO and Consumer Protection
What call center solution(s) are currently used by the divisions of BREG, PVL, RICO, and OCP?	BREG uses Genysis, RICO and OCP use Hawaiian Telcom CRC
For the divisions with existing call center solutions, does DCCA require telephone numbers to be ported over to a new solution?	No
If telephone numbers are to be ported over, does DCCA own all of those telephone numbers, or would they need to be transitioned from a third-party organization?	Numbers if any would need to be ported from Hawaiian Telcom
How many telephone numbers would need to ported?	At this point, only one
Does DCCA have a preferred Interactive Voice Response (IVR) solution that must integrate with the new Centralized Call Center system or is the system integrator expected to recommend a new IVR?	Google CCAI IVR
Is there an envisioned future state where RICO and OCP transition to the new Centralized Call Center system?	No
Does DCCA have a preferred Application Lifecycle Management (ALM) tool that the systems integrator should interface with or is the expectation that the system integrator must propose a new ALM solution to DCCA?	No preferred ALM solution
Does the new Call Center solution for DCCA require integration with other cloud platforms such as Amazon Web Services or Microsoft Azure?	Google CCAI
Other than the identified CRM, would the new Call Center solution need to integrate with any other DCCA business systems or applications?	No
Does DCCA use Microsoft 365 or Office 365 for its email services or collaboration services?	Yes for both
Does DCCA have a preferred or existing business intelligence tool such as PowerBI, Tableau, etc.?	No
Does DCCA have any future plans for a data warehouse solution such as Snowflake, AWS Redshift, Azure Synapse, etc.?	AWS
Does DCCA have a preference for Artificial Intelligence (AI) technology?	Google CCAI
Would DCCA considered a hosted AI service such as Microsoft Copilot, Salesforce Einstein, etc.?	No due to cost consideration
Would DCCA prefer to develop a standalone Language Learning Model (LLM) built on OpenAI or similar model to be integrated with the Call Center or CRM solutions?	Google CCAI
How did DCCA develop the estimated, but not to exceed, fixed price budget of \$1,300,000 and was a third-party consulting firm part of the budget development process?	No third party consultant was used
With so many organizations leveraging remote workers, what is the preference or expectation for DCCA with respect to in-person meetings and would weekly, monthly, or quarterly in-person meeting be preferred?	DCCA's expectation is a mix of in-person and virtual meetings dependent on the purpose/outcome of the meetings. Weekly, monthly or quarterly meetings will also be dependent on the need of the project.
To setup infrastructure on cloud: Do you have any workload (POC/Production grade) running on Google Cloud Platform?	No

To understand the current scale of operations: What is the current call volume for DCCA department?	Approximately 60,000 calls monthly
To understand the current scale of operations: Can we get the breakdown of the call volumes for Each division (Eg. BREG, RICO etc)	We do not have that readily available
To understand the current scale of operations: What is the current AHT for the calls coming to the DCCA department?	None except for BREG, RICO and OCP
To understand the current scale of operations: How many Live agents support the operations in the DCCA department?	50
To understand the current scale of operations: Can we get a breakdown of number of live agents per Division (Eg. BREG, RICO etc)	We do not have that readily available
To assess the 'as-is' state to design the 'to-be' state: Please confirm if our understanding is correct - The BREG, DCA, INS and PVL division's call centers need to be centralized hence they are open to moving to our proposed solution which will be Google Contact Center AI Platform.	Yes
To assess the 'as-is' state to design the 'to-be' state: Can you elaborate on how the calls are currently being routed to live agents?	Manually or rotational basis as designated in the system set up
To assess the 'as-is' state to design the 'to-be' state: Do you have a unique number for each division?	Yes
To assess the 'as-is' state to design the 'to-be' state: Do you want to continue owning the existing numbers or are you open to having new numbers provided by Google' Contact Center Platform?	We will continue to own our own numbers
To assess the 'as-is' state to design the 'to-be' state: What is the contact center technology used for each division?	BREG uses Genysis, RICO and OCP use Hawaiian Telcom CRC
To assess the 'as-is' state to design the 'to-be' state: How many Agent Queues does each division have today?	10 or less
To assess the 'as-is' state to design the 'to-be' state: What are the business applications Live Agents refers to other than Salesforce CRM to attend to the calls?	SBS, IMPAC, Ho'ala, BRIMS
To assess the 'as-is' state to design the 'to-be' state: What are the existing features on your current contact center platform that need to be mandatorily replicated on the new platform?	None
To understand additional features to be added: What communication channels need to be added to CCAIP? For instance - SMS, email, Apple Business Chat (ABC) etc	SMS and email
To understand additional features to be added: Are you planning to run outbound campaigns over voice, sms, etc?	No
Enhancement of call center with a Virtual Agent solution: Are you open to utilizing Generative AI features in the solution that we propose?	Yes
Enhancement of call center with a Virtual Agent solution: Does DCCA already have a Virtual Agent performing self service actions?	No
Enhancement of call center with a Virtual Agent solution: If not, Does DCCA want a Virtual Agent solution to be included as part of the RFP proposal?	This is included as part of Google CCAI
Enhancement of call center with a Virtual Agent solution: If DCCA does want a virtual agent, please elaborate if the virtual agent needs to perform transactional use cases like resetting password, checking status of applications or cater to FAQs?	This is included as part of Google CCAI
Is there a requirement to have the entire development team within the boundaries of the United States? or it can be a mixed team within and outside the US?	Team should be in the U.S.

Q's posted on HiePRO by due date/time	Are the appendices posted for RFP P25000038 Centralized Call Center Development and Refinement?	Yes
	Section 2.3.1.G - User Stories: Does DCCA have existing User Stories that the Vendor may use in developing/updating new User Stories that are required for this solicitation?	No
	Section 2.3.1.H - System Test Scripts: Does DCCA have existing System Test Scripts that the Vendor may use in developing/updating new System Test Scripts that are required for this solicitation?	No
	Section 1.2 - Introduction: Could you please provide information on the technologies used in the existing call centers (Regulated Industries Complaints Office - RICO; Office of Consumer Protection - OCP), such as software systems, telephony & communication tools, and customer management platforms?	BREG uses Genyisis, RICO and OCP use Hawaiian Telcom CRC
	How many agents and supervisors are required in the contact center?	Up to vendor
	Are members of the contract located in one site or mutiple sites?	One site
	Will there be remote users as part of the contact center? Example work at home agents	Yes
	It appears that the bid is written on the premise of developing a working solution, test it for validity and the implement it. Is this correct?	Yes
	Will a premise based solution be acceptable to the DCCA?	Yes
	What is the expected call traffic for the contact center? Will calls connect to the contact center via the internet, SIP trunks or both?	Approximately 60,000 calls monthly, both
	Is there any other intergration for the agents that include desk tops devices, mobile phones, video, chat, SMS or Social Media?	Vendor to provide, left up to them

Late Q's received via email after 7/15 2pm deadline

Page 12, Section 1.25, Paragraph 1:
Contractor (and each subcontractor) is required to provide satisfactory evidence of organizational and financial stability. The following must be submitted and included with the proposal; vendors who do not submit this information or, at the determination of the State, do not have the requisite level of organizational and financial stability, will be excluded from further consideration in the evaluation:

- Legal name. The Contractor is requested to submit its offer using Contractor's exact legal name as registered with the IRS.
- Company profile, location, and organizational structure (including identification of officers and key management).
- Company financial statements. Specifically, most recent balance sheet, income statement, cash flow statement, shareholders' equity statement. In addition to a description and explanation of the company's position, the following ratios must also be submitted:
 - o Solvency: $(\text{Net Income} + \text{Depreciation}) \div (\text{Short-Term Liabilities} + \text{Long-Term Liabilities})$.
 - o Current: $\text{Current Assets} \div \text{Current Liabilities}$.
 - o Total Debt/Equity: $\text{Total Debt} \div \text{Total Equity}$.
 - o Total Debt/Total Assets: $\text{Total Debt} \div \text{Total Assets}$.
- Disclosure of all current or past involvement in litigation or legal dispute of performance on any contract, including resolution/findings.

One of our subcontractors regards their financial statements and related information as highly confidential. Therefore, they would prefer to provide these financials, stability ratios, and other required descriptions/explanations upon contract award rather than as part of the initial proposal submission.

Could you please state whether it would be acceptable to submit the subcontractor's financial statements, stability ratios, and other required information upon contract award, ensuring their confidentiality while still complying with the RFP requirements?

OK

Page 38-39, Section 3.4 Appendix C, Paragraph 9/1&2:
Section 3.4: At a minimum, all required roles should be identified in the organization chart associated with a person's name including: Project Manager, Business Analyst, and OCM Lead. Appendix C: "Project Manager Minimum Qualifications" and "OCM Lead Minimum Qualifications "

We are seek clarification regarding the "required roles" as mentioned in RFP No. RFP-24-DO-02 for the Centralized Call Center Development and Refinement project.

On page 24, Section 3.4 of the RFP, the required roles listed include the Project Manager, Business Analyst, and OCM Lead. However, on page 38, Appendix C (Personnel Qualifications Forms-Required Roles), only the Project Manager and OCM Lead are listed.

Could you please confirm whether we should include the Business Analyst role in our proposal submission, along with the Project Manager and OCM Lead, or if the Business Analyst role is not required for the Personnel Qualifications Forms?

BA not required

<p>Page 25, Section 3.5, Paragraph 12: Resumes for all proposed team members must be provided, regardless of whether the individual is serving in a required role or not. The resumes shall include projects and experience that align with the SOW requirements and the role each individual is serving on the vendor project team.</p> <p>Could you please confirm if this requirement is intended to include only key team members, such as the Contact Center Manager, or if it also extends to all call center agents? Our preference is to limit the resume submissions to key team members, such as the Contact Center Manager, for the sake of brevity and relevance. Your guidance on this matter would be greatly appreciated.</p>	<p>Key team members will suffice</p>
<p>Due to complexity of the RFP, can we get a 2–4-week extension on the current due date of 07/29/2024.</p>	<p>No extension will be granted</p>
<p>Is Salesforce the only technology for Integration or will you be expanding one of the existing CX platforms? a.Section 1.2, Pg #1 – INTRODUCTION i.The Hawaii DCCA is requesting proposals for continued efforts to develop and establish a centralized call center utilizing artificial intelligence (AI) technology with knowledge-based content to enhance customer experience and interactions with the department. Functionality has already been built using the Salesforce platform and will require integration with this effort. ii.The objective of the Centralized Call Center Development and Refinement initiative is to centralize the call center operations of the department which includes but not limited to the Business Registration Division (BREG), Division of Consumer Advocacy (DCA), Insurance Division (INS), and Professional and Vocational Licensing Division (PVL). The strategy includes implementing Interactive Voice Response (IVR) enhancements. In addition, seamless integration with existing call centers in the Regulated Industries Complaints Office (RICO) and the Office of Consumer Protection (OCP) is required.</p>	<p>Salesforce is the preferred CRM platform</p>
<p>Will DCCA be expanding into the Divisions not mentioned in the RFP? (CATV, DFI, OAH, and the PUC.)</p>	<p>Yes, but not PUC</p>
<p>Who are the incumbent call center providers for DCA, INS, PVL, RICO and OCP?</p>	<p>KOAN and Hawaiian Telcom</p>
<p>What is required for the integration with existing call centers in Regulated Industries Complaints Office, (RICO), and Office of Consumer Protection, (OCP)? What will the integration do?</p>	<p>Route calls to and from their existing call centers</p>
<p>What is the total count of agents that will need to be supported?</p>	<p>50</p>
<p>How many locations do you have?</p>	<p>6</p>
<p>What is driving this move for you? a.What are your greatest pain points in your customer journey? b.What features do you like about your current system that you want to keep with the move? c.What features are you lacking with your current system that you require in your new centralized call center? d.What are the goals that you are hoping to achieve with your new Call Center?</p>	<p>Feedback from customers. (a) too hard for customers to get in contact with someone, (b) reporting metrics and ease to configure changes, (c) ability to route calls quickly, (d) handling high volumes and peaks, way to deflect calls, and route callers efficiently and effectively</p>
<p>Do you have, require, or have an interest in Self-Service BOTS?</p>	<p>Yes, DCCA has an interest</p>

How do you connect different touch points for a unified and seamless citizen experience?	Using integration and AI technology
What are the limitations of your current contact center technology?	Does not integrate well with webpages and systems
What are your long-term strategies for citizen experience?	Continually improve and reduce human resources
How will you evaluate the next solution?	Meet goals and objectives
What happens if you don't do anything?	Customer experience will continue to erode
What are your expectations and goals with AI?	That it can assist in improving the customer experience
How are agents scheduled? Do you use or hope to use a forecasting tool based on contact center data to build agent schedules?	Review actual usage data and metrics
How are agent's performance evaluated? KPI's?	KPIs
Do you require reporting and what are the primary metrics by which measure success?	Will be addressed in PMP
Please provide users for DCCA divisions (call center users and total other users)	50 DCCA call center agents, total customer users unknown