

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
OFFICE OF ENTERPRISE TECHNOLOGY SERVICES
HONOLULU, HAWAII

OC



MAY 20, 2020

ADDENDUM 1

TO

REQUEST FOR PROPOSAL: HIePRO P20001922 (RFP-HIP-2020-01)
HIP Service Center Support

I. The following changes are made to the RFP:

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From

1.3 Schedule and Significant Dates

Proposal Due Date and Time: May 25, 2020 at 2:00PM

To

1.3 Schedule and Significant Dates

Proposal Due Date and Time: May 26, 2020 at 2:00PM

II. The following additional information is provided as answers to questions submitted by potential bidders:

Q1. Is there a requirement that services be performed on site?

A: Yes, they must be performed at the Kalanimoku Building in downtown Honolulu. The software only works on State premises.

Q2. What is the history of this procurement?

A: Our old RFP was procured through a different method starting in 2018. The current IFB contract is set to expire in approximately August 2020.

Q3. What are the number of calls per agent?

A: Daily call volume during the peak times such as monthly pay days is 60-70 calls a day. Non-peak days is roughly half. During very peak times, 80-90 calls depending on the complexity. Max calls per agent is about 100 calls per day.

Q4. Does the State have a technical team available for back office support?

A: Yes, we have the technical team to assist with software bugs, and functional team to help answer complex customer questions.

Q5. What are common questions?

A: Most common are regarding the URL, password, user ID. Less common are -- how is my pay calculated, discrepancies, tax withholdings, W-2, electronic timecards?

Q6. Is there a cap on the budget?

A: The RFP will be evaluated based on the proposals received, and the evaluation criteria written in the RFP, which includes cost.

Q7. Will the budget be approved annually?

A: 12 month contract extensions will be approved based on the State's annual budget and available funds.

Q8. What is the training period like?

A: One full day of presentation and training from the State Staff. After that, a new agent will shadow an experienced agent for a few days up to a week and a half. The on-site supervisor requested in the RFP would perform the training of new agents.

Q9. 1) Delivery Model - In Section 3.2 we see "The Contractor shall provide temporary staffing of PeopleSoft helpdesk support". In section 7.4 we see The Contractor shall provide quality services and management and oversight of all processes. The contractor shall provide accurate data/reports and meet deliverables. In reviewing this RFP, it appears the State is looking for an outsourced onsite model for this support. Typically, with temporary staffing programs the client owns the management, oversight, and deliverables for the activity and provides our temporary employees direction and management oversight. Would you please confirm if the State is looking for an outsourced onsite model or for temporary staffing?

A: The State of Hawaii confirms that it is seeking an outsourced onsite model for temporary staffing. With reference to the Contractor, the State requests that the Contractor provide temporary staff that meet the service requirements as directed by the State. The State requires that screening be performed of new temporary staff to determine if the individual meets the requirements of agents providing required tasks in the HIP Service Center.

Q10. 2) Confidentiality of Material Section 3.3 states vendor must provide "appropriate technological safeguards" to reduce the risk of unauthorized access Based on the requirements of the RFP, the facility and technologies will be owned by the State. It is not clear what the expectation is of vendors providing technology in your environment. In these programs, the facilities and technologies are not mandated, issued, or overseen by vendors.

A: While the State of Hawaii requires that HIP Service Center agents adhere to security standards while accessing the state systems, vendors must reiterate the importance of agents meeting compliance standards while working at the State of Hawaii to include maintaining confidentiality of information and following security access protocols while on premise at the worksite.

Q11. 3) Wages Section 8.5 states the services to be rendered shall be performed by employees paid at wages or salaries not less than the wages paid to public officers and employees for similar work. Can you provide state job codes and associated wage/salaries for the "agents" and "onsite supervisor" roles so we can assure we are following this requirement?

A: There isn't a classification of work that encompasses what the HIP Service Center agents are required to assist with. However, there are basic aptitudes similar to an account clerk, basic IT level 1 support desk work and customer service center representative.

Q12. 4) Is the State open to negotiating terms and conditions included in this RFP? If so, would you prefer a redline of your agreement or a listing of potential areas for discussion?

A: The State of Hawaii does not typically modify its RFP terms and conditions. Offerors should include their responses accordingly if they are able to meet or not able to meet the terms and conditions.

Q13. Would the State of Hawaii prefer a local or mainland company?

A: The State of Hawaii will issue an award to a company who is able to meet the RFP requirements, which includes the ability to provide on-site staff at the designated State facility.

Q14. In the client reference statement, is a vendor prevented from bidding if they are not able to provide at least one client reference within the State of Hawaii?

A: Any vendor may submit a bid. The bid must include responses where they are able to meet or not able to meet the client reference requirement included in Attachment C.



Douglas Murdock, Chief Information Officer

May 21, 2020

Date