

Question and Answer
December 2, 2016
Eligibility Verification System (EVS)
DHMH OPASS # 17-17402

Date Posted	Assigned Question #	Question	Answer
11/30/2016	1	The dollar amount of the current contract with Contact Solutions?	<u>\$360,000.00</u> for a two year period.
11/30/2016	2	Is there an incumbent vendor?	Contact Solutions

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11/30/2016	3	Is the incumbent allowed to bid?	Yes.
11/30/2016	4	Is it the expectation to host in a cloud?	As long as it provides the correct responses back to the provider community and meets the requirements in the solicitation, it should be acceptable.

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11/30/2016	5	Can projects that perform as a subcontractor count towards the minimum requirement? For certain projects we were the subcontractor so would that experience count towards on of the three years of experience?	No.
11/30/2016	6	Will our subcontractor's past performance also meet as one of the minimum requirements for the three years' experience?	No.

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11/30/2016	7	In Section 3.3.3.2A ... we are talking about pre-recorded messages or automation with text to speech?	We prefer a studio voice.
11/30/2016	8	There would be a finite number of responses?	Yes.

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11/30/2016	9	It's not dynamically generated?	No.
11/30/2016	10	High quality?	Yes.

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11/30/2016	11	Do you have statistics on the maximum of concurrent calls that you would have in the solution? Are there peaks; are there periods of where you get more calls than others?	Some peak periods can be found at the beginning of the month. Providers tend to call near the beginning of the month.
11/30/2016	12	Is the incumbent vendor meeting the SLA's as described in the solicitation?	We will not respond to any information regarding the incumbent at this time.

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11/30/2016	13	Is the Offeror responsible for the toll charges for the toll free number?	The Offeror is responsible for all aspects of the contract which also includes the 1-800 number.
11/30/2016	14	Is geographical disaster recovery required for this system? Or, is a switch holder sufficient?	Some disaster recovery is detailed in the solicitation. Where you have the redundancy is up to the Offeror or the fail-over to an alternate site.

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11/30/2016	15	Is this exclusive to IVR and voice? Is there a value proposed in other media types as well within our proposal? Or, should we stay away from that? ie.. email, chat, and that type of thing	This strictly telephonics.
11/30/2016	16	So there's no interaction with the contact center today with the IVR?	DHMH does not currently have a contact center.

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11/30/2016	17	Would you be able to tell us what the name of the current IVR/EVS system?	Eligibility Verification System
11/30/2016	18	Do you anticipate the volume to grow over the next few years? Or it will most likely stay about the same at or about 260,000?	260,000 is the best estimation the Department can provide at this time for a twelve month period.

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11/30/2016	19	Does DHMH have the details of the current application in a flow chart or any kind of logic chart they would be able to share? Either the current formation or if you have a desired change to the current one?	The Offeror designs and implements based on the business rules.
11/30/2016	20	You don't have a call flow?	No.

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11/30/2016	21	You do have the rules in the document?	Yes.
11/30/2016	22	Are you satisfied with the current system?	DHMH will not speak specifically in reference to the incumbent or their performance.

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11/30/2016	23	In Section 5.4.1 there's a phrase about a reciprocal preference between states? Please clarify?	We would apply the same rules to a vendor in Maryland as that vendor in the state applies to their vendor.
11/30/2016	24	Do you have any anticipated date on when you will have the answers provided?	We will have the minutes of this meeting, and questions will be posted to eMM as quickly and efficiently as possible.

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11/30/2016	25	I don't think it's specified explicitly whether the current system or the desired system has automated speech recognition as part of it or just touchtone?	It's all touchtone.
11/30/2016	26	Is there an interest or a preference in having a system that does both?	No.